

FOREWORD

This publication is intended as a reference for DMC Dealers.

It contains the procedures as well as policies as they apply to the various areas of service actions in the DMC service organization.

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Also refer to the contents pages at the beginning of each section.

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TRANSPORTATION DAMAGE CLAIM SERVICE

Transportation damage is damage that occurred during the transportation of DMC vehicles up to the point of receipt/custody by the DMC dealership.

DMC provides transportation damage claim service for DMC dealers as follows:

- A) Receives claims from dealer.
- B) Reviews and validates claims based on the information received.
- C) Prepays dealers for DMC validated claim.
- D) Files claims with the respective carriers, and recovers cost for validated prepaid claims.
- E) Reverses payment for partial or full amount for prepaid claims for which DMC is unable to collect from the carriers.

VEHICLE INSPECTION AND DAMAGE RECORDING

In order to allow the processing of transportation damage claims, DMC dealers must follow the procedures below:

Receiving Inspection:

- 1) Verify the vehicle identification numbers (V.I.N.) of documents and vehicles.
- 2) Carefully inspect vehicle(s) for damage or missing items.
- 3) Record damages or missing items with a full description **on the freight bill**. Note the **location, type of damage, and size**. Examples: "Dent right front fender 6" x 2" x 1"." "Hood — scratch, 3" long, ¼" deep." "Spare tire missing — replace." "Right front fender crushed — replace." If the space available on the freight bill is insufficient, enter: "See attachment," and list the damages on the attachment. Always reference the damage to the applicable V.I.N. number on the freight bill as well as on any attachment.
- 4) Obtain the signature of the carrier's driver as an acknowledgement of the damages recorded.

Other:

- 1) **Damage which will exceed \$300.00 in repairs** (excluding glass and tires) — See section 1-02 for instructions **prior** to repairing the vehicle.
- 2) **Severe damage** — such as deformed body, frame, and suspension, contact your DMC District Manager. See section 1-02 for instructions.
- 3) **Stains** — In the event of any fluid stains on exterior panels, you must record on the freight bill the make and V.I.N. of the vehicle on the upper deck that caused the stain. **Note** — stain removal is normally part of "make ready." If stains cannot be removed, contact your DMC District Manager.
- 4) **Salt water damage** — Contact the DMC distribution department immediately.

CARRIER NOTIFICATION

The carrier must be notified by the receiving dealer by certified mail in the instances listed below. See appendix for recommended letter format to be used with the dealership's letterhead.

- A. **Subject To Inspection** — When a vehicle is delivered after normal business hours or in a snow or ice covered condition, **not** rain or dirt, you may mark the freight bill "Subject to Inspection". Each vehicle must be inspected no later than the next working day after receipt. Your "Carrier Notification" must be sent to the carrier, by Certified Mail, no later than the second working day after receipt. A copy of your "Carrier Notification" must accompany your claim to DMC.
- B. **Hidden Damage** — Each vehicle must be inspected for hidden damage no later than the next working day after receipt. Your "Carrier Notification" must be sent to the carrier, by Certified Mail, not later than the second working day after receipt. A copy of your "Carrier Notification" must accompany your claim to DMC. Hidden damage can **only** include damage to undercarriages, tire treads, or insides of wheel wells. **No other** damage can qualify.
- C. **Salvage Parts** — When you need to replace any body or mechanical parts with a total DMC reimbursement cost of over \$50.00 per vehicle, a "Carrier Notification" must be sent to the carrier no later than 15 days after vehicle receipt, advising them of the disposition of the replaced parts. Dealers must hold such parts for 60 days from the date of the notification. A copy of your "Carrier Notification" must accompany your claim to DMC.

DEALER TRADES

It is the responsibility of the dealer originally receiving the vehicle to make all transportation damage repairs and file claims as required.

NONREIMBURSABLE ITEMS

The following cannot be reimbursed under transportation damage:

- A. Complementary items such as: books, manuals, key cases, touch-up paint, etc.
- B. Minor scratches or chips — cleaning, polishing.
- C. Warrantable items, such as outward dents, misalignment of parts, stress cracks (glass), rough or wavy sheet metal, noninstalled equipment, etc. If it is necessary to repair such items, contact your District Manager. See section 2 for repairs requiring authorization.
- D. Subsequent damage due to delayed repairs or improper storage of damaged vehicles.

For Claim Procedures see Section 4 Subsection 09.

DAMAGE REPAIRS REQUIRING AUTHORIZATION

Before a damaged vehicle is repaired, you must contact the District Manager if any of the following conditions exist:

- 1) The cost to repair the vehicle will exceed \$300.00 (excluding glass and tires).
- 2) The frame or safety related components of the vehicle appear to be damaged such as, damaged suspension and/or frame of the vehicle, any part of the floor/under-carriage is ripped or torn, or any welded panels require replacement.
- 3) Special or unusual damage is discovered.

The District Manager will provide specific instructions, as applicable.

DAMAGE REPAIRS

DMC Dealers are required to assure that DMC vehicles are in new condition. All transportation damage and/or missing items must be repaired or replaced as applicable, including damage occurring during storage or handling after delivery to the dealership and prior to retail delivery. Repairs are to be made to restore the vehicle to perfect condition in accordance with the repair procedures established in the DMC Service and Repair Manual, using new DMC components only.

DISCLOSURE OF DAMAGE TO CONSUMERS

Several states have laws requiring disclosure to consumers of damage repairs or unrepaired damage, usually beyond a minimum value threshold. Consult your local laws as applicable.

See Claim Procedures — Section 4, Subsection 09.

NEW VEHICLE STORAGE

In the event of prolonged storage, new DMC vehicles should preferably be stored inside to prevent deterioration, fading, or damage due to prolonged exposure to sunlight, air pollution, etc. During such prolonged storage time, tire pressure should be maintained at the maximum inflation pressure (see tire labels), engine should be run to operating temperature at periodic intervals, and battery charge should be maintained (see Technical Service Manual). The interior should be aired to prevent mildew, which is of particular importance in areas with high humidity. Additional maintenance may be necessary in your individual situation. Storage damage is not covered by the vehicle warranties or as transportation damage, and is therefore the dealer's responsibility.



PRE-DELIVERY INSPECTION - CHECK LIST

(WORK SHOP COPY)

ON HOIST

A). UNDER VEHICLE

1. VISUAL INSPECTION ()
2. STEERING RACK ()
3. TIE RODS ()
4. STEERING COLUMN ()
5. STABILIZER BAR ()
6. SHIFT LINKAGE ()
7. COOLING HOSES ()
8. TRANSMISSION OIL — (MANUAL) ()
9. FINAL DRIVE OIL — (AUTOMATIC) ()
10. WHEELS AND TIRES ()

ON GROUND

B). ENGINE COMPARTMENT

1. ENGINE COMPARTMENT COVER/SUNSHADE ()
2. VISUAL INSPECTION ()
3. ENGINE OIL LEVEL ()
4. COOLANT LEVEL AND PROTECTION ()
5. TRANSMISSION FLUID (AUTOMATIC) ()
6. ENGINE COMPARTMENT LIGHT ()

C). LUGGAGE COMPARTMENT

1. BRAKE FLUID LEVEL ()
2. CLUTCH FLUID LEVEL ()
3. WINDSHIELD WASHER FLUID ()
4. SPARE TIRE-PRESSURE AND STORAGE ()
5. TOOL KIT ()
6. JACK ()
7. CARPET ()
8. GAS CAP LOCK ()
9. LUGGAGE COMPARTMENT LIGHT ()

D). EXTERIOR

1. WHEEL LUG NUTS ()
2. DOORS AND DOOR LOCKS ()
3. LIGHTS REAR ()
4. LIGHTS FRONT ()
5. DOOR MARKER LIGHTS ()
6. WINDSHIELD WASHER — WIPER ()

E). INTERIOR

1. DRIVER SEAT ()
2. DRIVER SEAT BELT ()
3. INSTRUMENT PANEL — ILLUMINATION ()
4. CONSOLE ILLUMINATION ()
5. SEAT BELT WARNING LIGHT AND BUZZER ()
6. DOOR AJAR — WARNING LIGHT ()
7. OIL AND BATTERY — WARNING LIGHT ()
8. PARKING BRAKE — WARNING LIGHT ()
9. LOCK DOORS — WARNING LIGHT ()
10. HI-LO BEAM — INDICATOR LIGHT ()

E). INTERIOR (cont.)

11. TURN SIGNAL — INDICATOR LIGHT ()
12. REAR WINDOW DEFOGGER ()
13. EMERGENCY FLASHER ()
14. RADIO — CASSETTE ()
15. LIGHTER ()
16. POWER WINDOWS ()
17. POWER MIRRORS ()
18. INSIDE MIRROR ()
19. HORN ()
20. CLOCK ()
21. VISORS ()
22. DOOR LOCKS INSIDE LEFT ()
23. STEERING WHEEL ADJUSTMENTS ()
24. COURTESY LIGHTS ()
25. SHIFT SELECTOR (AUTOMATIC) ()
26. SAFETY NEUTRAL SWITCH ()
27. SHIFT REVERSE LOCKOUT — (MANUAL) ()
28. STORAGE COMPARTMENT ()
29. PASSENGER SEAT ()
30. PASSENGER SEAT BELT ()
31. GLOVE COMPARTMENT ()
32. DOOR LOCKS INSIDE RIGHT ()
33. BATTERY ()
34. CARPETS AND TRIM ()

ROAD TEST

F). PREPARATION

WARM UP ENGINE. CHECK COOLING FANS OPERATION AND AIR FLOW DIRECTION. TEST CLUTCH AND BRAKE PEDAL PRESSURE.

G). ON THE ROAD

1. BRAKE OPERATION & RUN IN PARKING BRAKE ()
2. CLUTCH OPERATION ()
3. STEERING ()
4. SHIFTING (AUTOMATIC) ()
5. SHIFTING (MANUAL) ()
6. TURN SIGNAL ()
7. INSTRUMENTS — ALL ()
8. ENGINE PERFORMANCE ()
9. VENTILATION, HEATING AND A.C. ()
10. STEERING WHEEL CENTERING ()

ON HOIST

- H). 1. CHECK FOR LEAKS ()

ON GROUND

I). AFTER CLEANING

1. EXTERIOR SURFACES ()
2. GLASS ()

Performed according to instructions: Mech. Signature _____

VEH. I.D. #	STOCK #	
P.D.I. DATE:	MILES:	R.O. #
A-1 INSPECT UNDER VEHICLE FOR ANY DAMAGE — LEAKS — PROPER CLEARANCES — ROUTING OF HOSES — CABLES ETC.		
A-2 CHECK SECURITY OF STEERING RACK MOUNTING BOLTS (4) — TORQUE TO SPECIFICATIONS		
A-3 CHECK SECURITY OF TIE ROD BALL JOINT NUTS AT STEERING KNUCKLE — TORQUE TO SPECIFICATION. CHECK SECURITY OF TIE ROD END LOCK NUTS. CHECK STEERING RACK BELLOWS FOR TWIST FREE INSTALLATION.		
A-4 CHECK STEERING COLUMN/STEERING RACK COUPLINGS		
A-5 CHECK SECURITY OF STABILIZER BAR — TORQUE BRACKET MOUNTING BOLTS (4) TO TORQUE SPECIFICATION. TORQUE MOUNTING NUTS AT LOWER CONTROL ARMS TO SPECIFICATION.		
A-6 CHECK SECURITY OF SHIFT LINKAGE (REAR) PIVOT PIN AND MOUNTING BOLTS FOR TIGHTNESS		
A-7 CHECK SECURITY OF ALL COOLING SYSTEM HOSE CONNECTIONS AND RE-TIGHTEN CLAMPS		
A-8 CHECK OIL LEVEL. MUST BE AT LOWER EDGE OF FILL HOLE — TOP UP IF NECESSARY (SEE LUBRICANT SPECIFICATION)		
A-9 (AUTOMATIC TRANSMISSION ONLY) CHECK OIL LEVEL FOR FINAL DRIVE. MUST BE AT LOWER EDGE OF FILL HOLE. TOP UP IF NECESSARY (SEE LUBRICANT SPECIFICATION)		
A-10 INSPECT TIRE TREAD, SIDE WALLS, AND WHEELS FOR ANY DAMAGE. ADJUST TIRE PRESSURE COLD. 23 PSI FRONT 30 PSI REAR		
B-1 CHECK OPERATION AND ALIGNMENT OF ENGINE COMPARTMENT COVER AND SUNSHADE. LOCKS AND LATCHES		
B-2 CHECK ENGINE FOR COMPLETENESS. LEAKS. DISCONNECTED HOSES OR CABLES		
B-3 CHECK OIL LEVEL. OIL LEVEL MUST BE NEAR FULL MARK — TOP UP IF NECESSARY (SEE LUBRICANT SPECIFICATION)		
B-4 CHECK COOLANT LEVEL (COLD) AT RESERVOIR — REFER TO LEVEL MARKER ON RESERVOIR — SHOULD BE AT MAXIMUM MARK IF NECESSARY. TOP UP TO REQUIRED LEVEL WITH 50/50 ANTI-FREEZE MIXTURE USING ANTI-FREEZE FLUID SUITABLE FOR ALUMINUM ENGINE (SEE FLUID SPECIFICATION). (THE FACTORY FILL PROVIDES ANTI-FREEZE PROTECTION TO -25 F. IN VERY COLD CLIMATES THE ANTI-FREEZE PROTECTION MAY NEED TO BE INCREASED)		
B-5 CHECK LEVEL OF AUTOMATIC TRANSMISSION FLUID (ENGINE RUNNING — SELECTOR IN PARK. PARKING BRAKE APPLIED). REFER TO HOT OR COLD MARKINGS ON DIPSTICK, AS APPLICABLE. TOP UP IF NECESSARY (SEE LUBRICANT SPECIFICATION)		
B-6 CHECK OPERATION OF ENGINE COMPARTMENT LIGHT — OFF WHEN COVER NEARS FULL CLOSING		

(CONT.)

It is essential that DMC vehicles are in perfect condition when delivered to the vehicle's owner or put into demonstrator or company car service.

For this reason, DMC requires that DMC dealers perform a pre-delivery inspection on DMC vehicles prior to delivery. The three-part pre-delivery inspection check list (see above) is provided for that purpose.

Procedure/Use:

Enter: VIN #, stock #, P.D.I. date, mileage, and R.O. # on form.

Part 1 — Top copy: Attach to the repair order for use by the Service Technician who signs upon completion.

NEW VEHICLE
PREDELIVERY INSPECTION AND DELIVERY

SECTION:
SUBSECTION:
PAGE :

1
03
2

SERVICE PROCEDURES MANUAL
WARRANTY/OTHER SERVICE TRANSACTIONS

DMC
PRE-DELIVERY INSPECTION

ON HOIST

A). UNDER VEHICLE

1. VISUAL INSPECTION
2. STEERING RACK
3. TIE-RODS
4. STEERING COLUMN
5. STABILIZER BAR
6. SHIFT LINKAGE
7. COOLING HOSES
8. TRANSMISSION OIL — (MANUAL)
9. FINAL DRIVE OIL — (AUTOMATIC)
10. WHEELS AND TIRES

ON GROUND

B). ENGINE COMPARTMENT

1. ENGINE COMPARTMENT COVER/SUNSHADE
2. VISUAL INSPECTION
3. ENGINE OIL LEVEL
4. COOLANT LEVEL AND PROTECTION
5. TRANSMISSION FLUID (AUTOMATIC)
6. ENGINE COMPARTMENT LIGHT

C). LUGGAGE COMPARTMENT

1. BRAKE FLUID LEVEL
2. CLUTCH FLUID LEVEL
3. WINDSHIELD WASHER FLUID
4. SPARE TIRE-PRESSURE AND STORAGE
5. TOOL KIT
6. JACK
7. CARPET
8. GAS CAP LOCK
9. LUGGAGE COMPARTMENT LIGHT

D). EXTERIOR

1. WHEEL LUG NUTS
2. DOORS AND DOOR LOCKS
3. LIGHTS REAR
4. LIGHTS FRONT
5. DOOR MARKER LIGHTS
6. WINDSHIELD WASHER — WIPER

E). INTERIOR

1. DRIVER SEAT
2. DRIVER SEAT BELT
3. INSTRUMENT PANEL — ILLUMINATION
4. CONSOLE ILLUMINATION
5. SEAT BELT WARNING LIGHT AND BUZZER
6. DOOR AJAR — WARNING LIGHT
7. OIL AND BATTERY — WARNING LIGHT
8. PARKING BRAKE — WARNING LIGHT
9. LOCK DOORS — WARNING LIGHT
10. HI-LO BEAM — INDICATOR LIGHT

E). INTERIOR (cont.)

11. TURN SIGNAL — INDICATOR LIGHT
12. REAR WINDOW DEFOGGER
13. EMERGENCY FLASHER
14. RADIO — CASSETTE
15. LIGHTER
16. POWER WINDOWS
17. POWER MIRRORS
18. INSIDE MIRROR
19. HORN
20. CLOCK
21. VISORS
22. DOOR LOCKS INSIDE LEFT
23. STEERING WHEEL ADJUSTMENTS
24. COURTESY LIGHTS
25. SHIFT SELECTOR (AUTOMATIC)
26. SAFETY NEUTRAL SWITCH
27. SHIFT REVERSE LOCKOUT — (MANUAL)
28. STORAGE COMPARTMENT
29. PASSENGER SEAT
30. PASSENGER SEAT BELT
31. GLOVE COMPARTMENT
32. DOOR LOCKS INSIDE RIGHT
33. BATTERY
34. CARPETS AND TRIM

ROAD TEST

F). PREPARATION

- WARM UP ENGINE. CHECK COOLING FANS OPERATION
AND AIR FLOW DIRECTION. TEST CLUTCH AND BRAKE
PEDAL PRESSURE.

G). ON THE ROAD

1. BRAKE OPERATION & RUN IN PARKING BRAKE
2. CLUTCH OPERATION
3. STEERING
4. SHIFTING (AUTOMATIC)
5. SHIFTING (MANUAL)
6. TURN SIGNAL
7. INSTRUMENTS — ALL
8. ENGINE PERFORMANCE
9. VENTILATION, HEATING AND A/C
10. STEERING WHEEL CENTERING

ON HOIST

- H). 1. CHECK FOR LEAKS

ON GROUND

I). AFTER CLEANING

1. EXTERIOR SURFACES
2. GLASS

Performed according to instructions: Service Mgr. Signature _____
WHITE — OWNER PINK — DEALER FILE

DEALER CERTIFICATE

VEH. I.D. # STOCK #
P.D.I. DATE: MILES: R.O. #

WE HEREBY CERTIFY THAT THIS MOTOR VEHICLE CONFORMS
TO ALL APPLICABLE EMISSION STANDARDS OF THE U.S.
ENVIRONMENTAL PROTECTION AGENCY. THIS CERTIFICATE
IS BEING MADE UPON THE BASIS OF:

- (1). OUR KNOWLEDGE THAT THE VEHICLE IS COVERED BY AN
EPA CERTIFICATE OF CONFORMITY.
- (2). A VISUAL INSPECTION OF THE VEHICLE, INCLUDING THE
ENGINE, TO ASSURE THAT ALL EMISSION RELATED COM-
PONENTS HAVE BEEN PROPERLY INSTALLED, AND
- (3). OUR PERFORMANCE OF ALL EMISSION RELATED PRE-
PARATION REQUIRED BY DMC, THE MANUFACTURER OF
THE VEHICLE, PRIOR TO THE SALE OF THE VEHICLE.

IF THE VEHICLE FAILS AN EPA-APPROVED EMISSION TEST
PRIOR TO THE EXPIRATION OF THREE MONTHS OR 4,000 MILES
(WHICHEVER OCCURS FIRST) FROM THE DATE OR MILEAGE
AT THE TIME OF DELIVERY OF THE VEHICLE TO THE ULTIMATE
PURCHASER, AND THE VEHICLE HAS BEEN MAINTAINED AND
USED IN ACCORDANCE WITH THE WRITTEN INSTRUCTIONS
FOR PROPER MAINTENANCE AND USE, THEN THE VEHICLE
MANUFACTURER SHALL REMEDY THE NONCONFORMITY
UNDER THE DMC EMISSION PERFORMANCE WARRANTY GIVEN
TO YOU.

DEALER'S # / NAME / & ADDRESS

OWNER'S ACCEPTANCE CERTIFICATE

I HAVE INSPECTED THE ABOVE VEHICLE AND ACCEPT IT WITH-
OUT ANY VISIBLE DAMAGE AND COMPLETE WITH:

- OWNER'S MANUAL ()
MAINTENANCE SCHEDULE/RECORD ()
WARRANTY STATEMENT/INFORMATION FOR:
VEHICLE/EMISSION/BATTERY ()
TIRES ()
SOUND SYSTEM ()

SIGNATURE/DATE (OWNER)

Part 2 — Copy 2 and 3: Also serves as “DEALER CERTIFICATE” and OWNER'S
ACCEPTANCE CERTIFICATE.” After the Service Manager signs, both copies are
then used at delivery at which time the dealer's name and address is entered in the
“Dealer Certificate” field. The owner signs the “OWNER'S ACCEPTANCE CERTIFI-
CATE” after inspection of the vehicle. One copy is given to the owner, and the pink
copy is retained by the dealership in the vehicle sales file.

DMC reimburses DMC dealers for performance of the Pre-Delivery Inspection — See
Section 4, Subsection 10 and also refer to Section “O” of the Warranty Suggested
Repair Time Manual.

DE LOREAN MOTOR COMPANY

		SCHEDULE AND RECORD																											
		MAINTENANCE SCHEDULE FOR 1981 DMC VEHICLES																											
R #	Maintenance Items See Referenced Text	AT 000 — 1,200 miles		AT 7,500 AT 52,500		AT 15,000 AT 60,000		AT 22,500 AT 67,500		AT 30,000 AT 75,000		AT 37,500 AT 83,500		AT 45,000 AT 90,000															
		Scheduled	Record	Scheduled	Record	Scheduled	Record	Scheduled	Record	Scheduled	Record	Scheduled	Record	Scheduled	Record	Date	Miles	Date	Miles	Date	Miles	Date	Miles	Date	Miles	Date	Miles	Date	
LUBRICATION/FLUIDS																													
(*)	(**)	L-1	ENGINE OIL & FILTER	R				R					R					R											
		L-2	MANUAL TRANSMISSION LUBRICANT	R				R					R					R											
(**)		L-3	AUTOMATIC TRANSMISSION FLUID	R				R					R					R											
		L-4	FINAL DRIVE LUBRICANT (AUTOMATIC)	R				R					R					R											
		L-5	BALL JOINTS																										
		L-6	PARKING BRAKE																										
		L-7	CLUTCH FLUID	I				I					I					I											
		L-8	BRAKE FLUID	I				I					I					I											
		L-9	HINGES/LATCHES	L				L					L					L											
(*)		L-10	ENGINE COOLANT	I				I					I					I											
ENGINE/EMISSION MAINTENANCE																													
		E-1	ENGINE DRIVE BELTS	I																									
(****)		E-2	IGNITION TIMING	I																									
(****)		E-3	INTAKE & EXHAUST MANIFOLD	I																									
(****)		E-4	VALVE CLEARANCE																										
(****)		E-5	AIR CLEANER																										
(****)		E-6	SPARK PLUGS																										
		E-7	ENGINE COOLING SYSTEM	I				I					I					I											
(****)		E-8	EMISSION CONTROL SYSTEM-HOSES	I																									
		E-9	FUEL SYSTEM	I				I					I					I											
(****)		E-10	CATALYTIC CONVERTER	I																									
(****)		E-11	OXYGEN SENSOR																										
CHASSIS MAINTENANCE																													
		C-1	TRANSMISSION LINKAGE/CONTROLS	I				I					I					I											
		C-2	BRAKE PADS — LINES																										
		C-3	BRAKE SERVO — AIR FILTER																										
		C-4	CLUTCH AND BRAKE MASTER CYLINDERS																										
		C-5	BRAKE CALIPERS & FLEXIBLE HOSES																										
		C-6	STEERING	I				I					I					I											
		C-7	WHEEL BEARINGS																										
		C-8	SUSPENSION FRONT/REAR					I					I					I											
		C-9	WHEELS/TIRES & SPARE	I				I					I					I											
BODY — ELECTRICAL SYSTEM																													
		B-1	HORNS, LIGHTS, WIPERS, ETC	I				I					I					I											
		B-2	SEAT BELTS	I				I					I					I											
		B-3	BATTERY	I				I					I					I											

ENGINE — EMISSION MAINTENANCE

- E-1** Check condition and tension of drive belts for alternator, water pump, and air conditioner compressor. Belt deflection between pulleys should be $\frac{1}{2}$ " to $\frac{3}{4}$ " (6-10 mm) with thumb pressure. (See Owner's Manual.) Adjust if necessary using belt tester.
- E-2** Check ignition timing and adjust as necessary. (Refer to label on engine compartment cover.)
- E-3** Slacken and retighten intake and exhaust manifold bolts. (Engine cold, torque to 7-11 Ft. lbs. (10-15 NM).)
- E-4** Check valve clearance and adjust as necessary. (This procedure is best carried out by a DMC Dealer.)
- E-5** Clean air cleaner housing and replace air cleaner element. When operating vehicle in dusty areas more frequent replacement may be necessary. Change filter as soon as possible after driving in a dust storm.
- E-6** Replace spark plugs — use recommended type. (Refer to Owner's Manual.)
- E-7** Check all engine cooling systems hoses, pipes, hose connections and operation of cooling fans. Retighten hose clamps.
- E-8** Check for secure connection and routing of all engine vacuum hoses. Refer to label on engine compartment cover.
- E-9** Check for leaks and secure connections and routing of: Fuel loop lines and hoses, fuel pump collar, fuel tank filler and breather hoses, filter cap, fuel lines, and fuel hoses on the engine.
- E-10** Check mounting bolts of catalytic converter for tightness.
- E-11** Replace oxygen sensor every 30,000 miles. Reminder light on instrument panel will light up every 30,000 miles. Reset reminder light counter after replacing oxygen sensor.

CHASSIS MAINTENANCE

- C-1** Check shift lever (manual transmission) or selector lever, neutral safety switch (automatic transmission) for proper operation, alignment and reverse lock-out. Tighten, adjust or lubricate as necessary.
- C-2** Inspect brake pads of the service brakes for wear and replace if worn. Inspect brake pads of parking brake for wear and replace if worn. Inspect brake lines and hoses for damage or leaks and replace if necessary.
- C-3** Change filter of brake servo. Check vacuum hoses for brake servo for secure connections and condition.
- C-4** Recondition clutch and brake master cylinders. Change fluid.
- C-5** Recondition brake calipers. Replace all flexible brake hoses.
- C-6** Check for excessive free play at steering wheel and tie-rod ends. Check security of couplings at steering column/steering rack, tie-rod ends to steering knuckles, steering rack mounting.
- C-7** Inspect free play of wheel bearings front and rear and check for noise. Wheel bearings are lubricated and sealed and do not require lubrication maintenance.
- C-8** Inspect front and rear suspension for damage and secure mounting and free movement of control trailing arms and shock absorbers.
- C-9** Inspect wheels and tires, including spare, for damage, wear and run-out. Replace, balance and align as necessary. Adjust tire pressures. Retighten wheel mounting nuts.

BODY — ELECTRICAL SYSTEM

- B-1** Check the operation of the horn, all exterior lights, windshield washer wiper (top up washer fluid), turn signals, warning lights, instruments, interior lights, electric door locks, electric mirrors, etc.
- B-2** Inspect seat belts for damage, deterioration, and proper operation. Replace if necessary.
- B-3 CAUTION:** Acid — explosion danger — (keep away from flame, sparks).
Inspect battery — (behind passenger seat, lift carpet, remove battery compartment cover). Check for leaks, the secure mounting of the battery and cables terminals. Clean terminals if necessary. Check battery compartment ventilation hose for obstructions. (Refer to Owner's Manual.)

DMC owners receive with their vehicle the "Maintenance Schedule — Record" which serves as a reference for when and how to perform maintenance, and also as a record of when and at what mileage the scheduled maintenance was performed.

Following are brief descriptions of the maintenance operations listed in the maintenance schedule. The maintenance schedule provides space in the upper portion for the recording of the date and mileage at which the respective maintenance indicated by a ✓ (check mark) was performed.

THE MAINTENANCE SCHEDULE APPLIES TO VEHICLES WITH NORMAL USE.

SEVERE OPERATING CONDITIONS INCLUDING FREQUENT SHORT DISTANCE TRIPS, ROUGH ROADS, VERY HOT OR COLD CLIMATES, OR DUSTY CONDITIONS MAY REQUIRE MORE FREQUENT OR ADDITIONAL MAINTENANCE OPERATIONS.

R — REPLACEMENT
L — LUBRICATION
I — INSPECTION (Adjust or replace if necessary)

NOTE:

*Also Emission Maintenance

**Clean filter every 30,000 miles

***May require more frequent intervals depending on operating conditions.

****Only these emission control maintenance items are considered to be required maintenance as defined by California Air Resources Board (ARB) regulations and are, according to such regulations, the minimum maintenance an owner in California must perform to fulfill the minimum requirements of the emission warranty. All other emission maintenance items are recommended maintenance as defined by such regulation. DMC urges that all emission control maintenance items be performed.

LUBRICATION/FLUIDS

- L-1** Change engine oil and filter at the recommended intervals. (Refer to recommended fluids and lubrications.)
Under severe conditions, such as frequent short trips, cold weather, frequent prolonged idling, operating in dust areas, change oil and filter more frequently. Change oil and filter as soon as possible after driving in a dust storm.
- L-2** Inspect or change transmission oil at the recommended intervals as applicable. (Refer to recommended fluids and lubricants.) Level should be at lower edge of filler hole.
- L-3** Check level or change automatic transmission fluid at the recommended intervals as applicable. (Refer to Owner's Manual and recommended fluids and lubricants.)
- L-4** Check level of final drive lubricant or change at recommended intervals as applicable (vehicles with automatic transmission only). (Refer to recommended fluids and lubricants.) Level should be at lower edge of filler hole.
- L-5** Lubricate front suspension ball joints. (Refer to recommended fluids and lubricants.)
- L-6** Lubricate parking brake lever ratchet. (Refer to recommended fluids and lubricants.)
- L-7** Inspect clutch fluid level at reservoir next to fuel filler. Remove inspection cover — fluid level should be 1/4" (5 mm) below the lower edge of the reservoir filler neck. Top up if necessary with brake fluid. **DO NOT OVERFILL.** (Refer to recommended fluids and lubricants.)
- L-8** Inspect brake fluid level. Lift trunk carpet, remove inspection cover. Fluid level should be at "max." level indicator on the reservoir. **DO NOT OVERFILL.** (Refer to recommended fluids and lubricants.)
- L-9** Lubricate hinges and latches of doors, luggage compartment cover, engine compartment cover and sunshade. (Refer to recommended fluids and lubricants.)
- L-10** **CAUTION:** Engine coolant is under pressure when engine is hot. Do not check or top up coolant with hot or running engine. (See Owner's Manual.) With engine cold check coolant level and anti-freeze protection at see-through coolant reservoir in engine compartment. Refer to level indicators on the reservoir. Replace coolant every 15,000 miles. (Contact your DMC Dealer.) Top up with 50/50 anti-freeze water solution. In very cold climates a higher anti-freeze protection may need to be provided. (Refer to recommended fluids and lubricants.)

**RECOMMENDED
FLUIDS & LUBRICANTS**

LUBRICANT FLUID	CLASSIFICATION	APPLICATION
Engine Oil	Super multi-grade (10W-60 or API S-50) Grade 5W-20 or 40 Grade 10W-20, 30, 40, 50 10W-40, 20W-20 Grade 20W-50	Engine and transmission (except automatics) In hot climates use oil with temperature rating below 140°F. In cold climates Refer to recommended fluids and lubricants, page 62.
Transmission Oil	Multi-Grade (API GL-5) Grade SAE 75 Grade SAE 80 Grade SAE 90	Manual Transmissions (except Fluid Plus automatics) Transmission Grade 75 Grade 80 Grade 90 See Owner's Manual for temperature rating.
Automatic Transmission Fluid	ATF Type (DEXRON II)	Automatic Transmissions (except Fluid Plus automatics)
Brake Fluid	DOT 4	Hydraulic Brakes Hydraulic Clutch
Anti Freeze	Ethylene Glycol based, containing inhibitors, suitable for aluminum engine. Minimum 50/50 mixture with water. In very cold climates, adjust mixture as needed.	Engine Cooling System
Grease	Wheel bearing multi-purpose grease, NLGI No. 2 (Lithium Base)	Parking brake lever adjusters, etc.
Solvent Anti Freeze	Windshield Washer Solvent Anti Freeze	Windshield Washer Tank



**1981
VEHICLES
MAINTENANCE
SCHEDULE/RECORD**

VEHICLE I.D. NUMBER

ALWAYS KEEP THIS FOLDER IN YOUR CAR, AND LEAVE IT WITH THE CAR WHEN SOLD. THE MAINTENANCE RECORD, PLUS MAINTENANCE AND REPAIR RECEIPTS, MAY BE NEEDED FOR WARRANTY REPAIRS.

MAINTENANCE SERVICES SHOULD BE PERFORMED BY YOUR AUTHORIZED DMC DEALER OR ANY OTHER QUALIFIED AUTOMOTIVE SERVICES OR REPAIR ESTABLISHMENT WHICH IS COMPETENT TO PROVIDE SUCH SERVICES AND WHICH CAN BE RELIED UPON TO USE PROPER PARTS AND PRACTICES.

The first maintenance service between 600 and 1200 miles is free to the DMC owner, except for fluids and lubricants or other maintenance materials. For reimbursement of the labor costs, refer to Section 4 — Service Transactions.

Federal safety regulations require the registration of the tire serial numbers by new vehicle manufacturers. All tires of a new DMC vehicle arriving at your dealership have been registered by DMC.

DMC Dealers, however, must register the serial numbers in the following circumstances:

- A) Installation of replacement tires on a DMC vehicle — in which case the tire dealer, which may be the DMC dealership, must register with the tire manufacturer. Refer to the tire manufacturer's procedures.
- B) Switching any tires with or without wheel rim from one DMC vehicle to another, including the spare, in which case such tire exchange must be reported to DMC.

See Section 4, Subsection 03.

NEW VEHICLE
OTHER REGISTRATION

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At this time no other registrations are required in the DMC service System.

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	05	Tolling Mileage/Time Limits
	06	Warranty Repairs Requiring Authorization
	07	Warranty Repair Order
	07	Warranty Repairs



WARRANTIES 1981 NEW VEHICLES

Owner's Name _____

Street Address _____

City/State/Zip _____

VIN _____

Date Of Delivery * _____

Vehicle Mileage At Delivery _____

PLEASE PRESENT THIS FOLDER TO YOUR DMC DEALER IF WARRANTY WORK IS NEEDED.

IT SHOULD REMAIN WITH THIS VEHICLE, SO FUTURE OWNERS KNOW OF ANY REMAINING WARRANTY.

* DELIVERED AT RETAIL OR PUT IN TO USE AS DEMO OR COMPANY CAR.

NEW VEHICLE LIMITED WARRANTY

THIS WARRANTY COVERS

DE LOREAN MOTOR COMPANY provides this warranty for new 1981 model DMC vehicles.

THIS WARRANTY STARTS with the date the new vehicle is first delivered at retail or put into use prior to first retail sale, as a demonstrator or company car.

THIS WARRANTY IS FOR A PERIOD of 12 months or 12,000 miles, whichever occurs first.

THIS WARRANTY COVERS defects in materials or workmanship caused in the manufacture or assembly of any part of the vehicle.

DMC DEALERS will correct such defects by repair or adjustment using new or remanufactured genuine DMC components.

WARRANTY REPAIRS AND ADJUSTMENTS will be made without charge, including fluids and lubricants (if needed for the warranty repair).

THIS WARRANTY PROVIDES that such repairs or adjustments will be made by DMC dealers within a reasonable time.

THIS WARRANTY APPLIES to DMC vehicles registered in the United States.

TERMS USED

Genuine DMC components means components manufactured by or for De Lorean Motor Company and sold by De Lorean Motor Company.

DMC Dealer means authorized DMC Dealer.

THIS WARRANTY DOES NOT COVER

TIRES & SOUND SYSTEM are covered by the warranties of the tire and sound system manufacturers. See these individual warranties for details.

BATTERIES refer to the battery warranty information in this folder.

MALFUNCTIONS OR DAMAGE CAUSED BY ACCIDENTS, MISUSE OR ALTERATION including malfunctions or damage caused by objects striking the vehicle, misuse such as overloading, racing or other competitive use, driving over curbs, incorrect operation (see Owner's Manual for proper use and operation), or any alteration to or modification of the vehicle.

MALFUNCTIONS OR DAMAGE CAUSED BY ENVIRONMENTAL INFLUENCES including fallout, severe climatic conditions, chemicals, tree sap, hail, wind, storm, floods, lightning, salt and sand.

MALFUNCTIONS OR DAMAGE CAUSED BY lack of or improper maintenance, improper repairs and installations, improper or contaminated fuel or lubricants (See Owner's Manual).

MAINTENANCE EXPENSE including expenses for upkeep, such as polishing, lubrication, replacement of filters, fluids, brake pads, clutch linings, light bulbs, wiper blades, and other replacement items.

EXTRA EXPENSES including expenses for loss of use of the vehicle during warranty repairs, lodging, car rental, travel cost, loss of pay, or towing.

OTHER COMPONENTS that are not genuine DMC components.

OTHER TERMS: The warranties contained in this folder give you specific legal rights and you may also have other rights which vary from state to state. DMC does not authorize any person to create for it any other obligation or liability in connection with DMC vehicles. ANY IMPLIED WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO THIS VEHICLE IS LIMITED IN DURATION TO THE DURATION OF THE WRITTEN WARRANTIES. DMC SHALL NOT BE LIABLE FOR CONSEQUENTIAL OR COMMERCIAL DAMAGES RESULTING FROM BREACH OF THIS WRITTEN WARRANTY.

* SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS. NOR DO SOME STATES ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES. SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.



EMISSION WARRANTIES 1981 NEW VEHICLES

1981 EMISSION WARRANTIES

EMISSION COMPONENTS DEFECT WARRANTY

De Lorean Motor Company warrants to owners of 1981 DMC vehicles that the vehicle (1) was designed, built, and equipped to conform at the time of sale with the regulations of the U.S. Environmental Protection Agency (E.P.A.) and the California Air Resources Board (C.A.R.B.), as may be applicable, and (2) is free from defects in materials and workmanship which cause the vehicle to fail to conform with the applicable E.P.A. or C.A.R.B. regulations for a period of use of 50,000 miles or 5 years, whichever occurs first.

The 5-year/50,000-mile warranty period shall begin on the date the car is delivered to the first retail purchaser or, if the car is first placed in service as a demonstrator or company car prior to sale at retail, on the date the car is first placed in such service. Emission related defects in the genuine DMC components shown in the EMISSION WARRANTIES PARTS LIST are covered by this warranty including reasonably related diagnostic costs.

EMISSION PERFORMANCE WARRANTY

Some states and local jurisdictions have established periodic vehicle inspection and maintenance (I/M) programs to encourage proper maintenance of your car. If an EPA-approved I/M program is in force in your area, you also may be eligible for DMC performance warranty coverage under the following conditions:

1. The vehicle must be maintained and operated in accordance with the instructions for proper maintenance and use set forth in the Owner's Manual, the Maintenance Schedule and this Warranty information folder supplied with your new DMC vehicle; and
2. The vehicle fails to conform for a period of 5 years or 50,000 miles, whichever occurs first, to the applicable emission standards of the U.S. Environmental Protection Agency, as judged by an EPA-approved I/M test; and
3. The failure to conform results or will result in the owner of the vehicle having to bear a penalty or other sanction (including the denial of the right to use the vehicle) under local state or federal law.

If all of the foregoing conditions are met, DMC warrants that your DMC dealer will replace, repair or adjust to DMC specification, at no charge to you, any of the components listed or parts thereof which may be necessary to cause your car to conform to the applicable emission standards. Parts Certified to EPA Standards shall be covered by this performance warranty.

This performance warranty begins on the date the car is first put into use and continues for a period of 5 years or 50,000 miles, whichever occurs first, except that if the vehicle has been in operation for over 24 months or 24,000 miles, the repairs or replacement shall be limited to only those components which were installed on or in a vehicle for the sole or primary purpose of reducing vehicle emissions and which were not in general use prior to model year 1968.

WARRANTIES VEHICLE/EMISSION WARRANTIES

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WHAT TO DO IF WARRANTY REPAIRS ARE NEEDED

AT HOME

All DMC dealers provide warranty service for DMC vehicles irrespective of where you purchased your DMC vehicle. However, it is recommended that you contact the DMC dealer that sold your DMC vehicle to you since a mutual relationship has already been established.

TRAVELLING OR MOVED

Contact the nearest DMC dealership. The names and addresses of DMC dealerships are shown in the DMC Dealer List you received with your DMC vehicle.

EMERGENCY

If an emergency arises that renders your DMC vehicle inoperable or unsafe and a DMC dealership is not at a reasonable towing distance, have repairs made at a qualified repair establishment (excludes major overhauls). Upon return home, present the paid invoice together with all replaced parts, if applicable, to your DMC dealer for reimbursement consideration.

TOURING IN A FOREIGN COUNTRY

Same as for Emergency (Note: If your DMC vehicle is registered in a foreign country, the DMC warranties do not apply).

OTHER WARRANTIES

Tires — refer to the tire manufacturer's warranty.
Sound System — refer to the sound system manufacturer's warranty.

Battery

This vehicle is equipped with a Delco Freedom Battery. The warranty on the battery is 36 months prorata with free replacement during the first 12 months or 12,000 miles, whichever comes first. From the date of first sale or use, excludes labor.

When requesting warranty service, present the battery, this warranty folder and the vehicle mileage to the nearest authorized AC-Delco Dealer.

ASSISTANCE WITH OTHER WARRANTIES

Should you require any assistance in obtaining warranty service for any of these other warranties, contact your DMC dealership.

OWNER ASSISTANCE

It is DMC's and its DMC dealers' sincere intention to provide owners with the full benefits of these warranties. In the event that any questions regarding these warranties are not fully answered to your satisfaction, please take the following steps:

1. Bring your questions to the attention of the dealership's management.
2. Ask the DMC dealer to put you in contact with the respective district manager.
3. Contact the customer relations representative at the national DMC office:
DE LOREAN MOTOR COMPANY
2055 S.E. MAIN STREET
IRVINE, CA 92714

WHAT TO KNOW ABOUT DMC WARRANTIES

NOTE

Besides the time and mileage limits, the "cause" of a malfunction or defect is the principal factor in determining warranty coverage. Only malfunctions or defects that are caused at the factory are covered.

ACCEPTANCE CERTIFICATE

For your protection, thoroughly inspect your new DMC vehicle at the time of delivery to you and report any exceptions in writing at that time to the dealer. The acceptance certificate is provided for that purpose. Damage caused by outside influences such as dents, scratches, and missing items is not covered by these warranties unless it can be established that such damage was caused at the factory.

OWNER'S DUTIES

IF YOU BELIEVE A WARRANTABLE MALFUNCTION EXISTS, YOU MUST BRING SUCH TO THE ATTENTION OF YOUR DMC DEALERSHIP BEFORE EXPIRATION OF THE APPLICABLE WARRANTY. To keep these warranties in effect, you must maintain and operate your DMC vehicle as recommended and keep records of maintenance performed (see Owner's Manual and Maintenance Schedule/Record). Absence of maintenance records will not serve as the sole reason for disallowing a warranty request. However, DMC may deny a warranty claim if your failure to perform maintenance results in the failure of a warranted part. YOU MAY ELECT TO HAVE MAINTENANCE AND REPLACEMENTS OR REPAIRS PERFORMED AT ANY AUTOMOTIVE REPAIR ESTABLISHMENT OR BY AN INDIVIDUAL INCLUDING YOURSELF AND USE COMPONENTS OTHER THAN GENUINE DMC COMPONENTS WITHOUT INVALIDATING THESE WARRANTIES. The cost of such service or parts, however, is not covered by these warranties.

****Use of replacement parts** which are not of equivalent quality may impair the functioning of other vehicle components or the effectiveness of the emission control system. If other than genuine DMC new or remanufactured parts are used for maintenance or repairs, you should obtain written guarantees that such parts are warranted by their manufacturer to be equivalent to genuine DMC vehicle components in performance and durability. DMC assumes no liability under these warranties with respect to other than genuine DMC parts. However, the use of other than genuine DMC parts does not invalidate the warranties of other components unless such non-genuine parts cause damage or malfunction to warranted parts.

ADJUSTMENTS

The term "adjustments" as used in the vehicle warranty means small repairs that normally do not require replacement of components. Adjustments made to correct factory-caused malfunctions are therefore covered within the full term of the written warranty. Adjustments that are part of scheduled maintenance services, however, are not covered whether performed at or between such maintenance intervals.

PRODUCTION CHANGES

DMC and its dealers reserve the right to make any changes to the vehicles built or sold by them at any time without incurring any obligation to make the same or similar changes to vehicles previously built.

WARRANTY REPAIR ORDERS

DMC dealers will give you a copy of the repair order for any warranty repair performed on your DMC vehicle.

FOR EMISSION WARRANTIES AND ADDITIONAL INFORMATION SEE REVERSE SIDE

EMISSION WARRANTIES PARTS LIST

Listed below are components affecting emissions of your DMC vehicle if so equipped. EMISSION CONTROL RELATED PARTS OF THESE COMPONENTS ARE COVERED BY THESE WARRANTIES, WHERE APPLICABLE. Items marked (M) require scheduled replacement and are warranted up to the replacement interval. (Refer to Maintenance Schedule Folder.)

COVERED (D)										
Column 1	Emission Components (Defect Warranty)			5 Years/50,000 Miles			5 Years/50,000 Miles			
Column 2	Emission Components (Defect Warranty California)			(Applies to vehicles sold and registered in California only)			(Applies to vehicles sold and registered in California only)			
Column 3	Emission Performance Warranty			5 Years/50,000 Miles			24 Months/24,000 Miles			
Column 4	Emission Performance Warranty			(Also covers any other vehicle component if all requirements of the Emission Performance Warranty are met)						
1	(a) FUEL METERING UNIT	1	2	3	4	3	1	2	3	4
	Injectors	0	0	0	0	0	0	0	0	0
	Air/Fuel Metering Unit	0	0	0	0	0	0	0	0	0
	Control Pressure Regulator	0	0	0	0	0	0	0	0	0
	Thermal Control Valve	0	0	0	0	0	0	0	0	0
	Delay Valve	0	0	0	0	0	0	0	0	0
	Cold Start Valve	0	0	0	0	0	0	0	0	0
	Thermal Time Switch	0	0	0	0	0	0	0	0	0
(b)	FEED BACK SYSTEM	0	0	0	0	4	0	0	0	0
	Oxygen Sensor (MI)	0	0	0	0	0	0	0	0	0
	Modulating Valve	0	0	0	0	0	0	0	0	0
	Electronic Control Unit	0	0	0	0	0	0	0	0	0
	Temperature Switch	0	0	0	0	0	0	0	0	0
	W/O T Switch	0	0	0	0	0	0	0	0	0
(c)	IDLE SPEED CONTROL	0	0	0	0	5	0	0	0	0
	Motor	0	0	0	0	0	0	0	0	0
	Control Unit	0	0	0	0	0	0	0	0	0
	Micro Switch	0	0	0	0	0	0	0	0	0
	Temperature Resistor	0	0	0	0	0	0	0	0	0
(d)	DECEL SYSTEM	0	0	0	0	6	0	0	0	0
	Overrun Valve	0	0	0	0	0	0	0	0	0
2	CATALYST & EXHAUST SYSTEMS	0	0	0	0	7	0	0	0	0
	Catalyst Unit	0	0	0	0	0	0	0	0	0
	Exhaust Manifold	0	0	0	0	0	0	0	0	0
	Exhaust Pipe to Catalyst	0	0	0	0	0	0	0	0	0

If failure of any of the covered parts causes damage to any other parts such parts are also covered

If failure of any of the covered parts causes damage to any other parts, such parts are also covered.

THESE WARRANTY OBLIGATIONS DO NOT APPLY TO

1. Conditions resulting from tampering, misuse, improper adjustments, acts of nature, dirty fuel, alteration, accidents, failure to use recommended fuel, failure to perform maintenance services or other events beyond the control of DMC.
2. The replacement of maintenance parts used in regular maintenance services.
3. Extra expenses including expenses for loss of use of the vehicle during warranty repairs, lodging, car rental, travel, cost of loss of pay, or towing.
4. Any car on which odometer mileage has been changed so that mileage cannot be readily determined.
5. Other than genuine DMC components and uncertified parts **

OTHER TERMS: The warranties contained in this folder give you specific legal rights and you may also have other rights which vary from state to state. DMC does not authorize any person to create for it any other obligation or liability in connection with DMC vehicles. ANY IMPLIED WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO THIS VEHICLE IS LIMITED IN DURATION TO THE DURATION OF THE WRITTEN WARRANTIES. DMC SHALL NOT BE LIABLE FOR CONSEQUENTIAL OR COMMERCIAL DAMAGES RESULTING FROM BREACH OF THIS WRITTEN WARRANTY.

* SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS. NOR DO SOME STATES ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES. SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

CLAIMS PROCEDURES

WHAT TO KNOW ABOUT THESE EMISSION WARRANTIES

As with the other warranties covered in this folder, take your car to a DMC dealer to obtain service under the Emission Performance Warranty. This should be done as soon as possible after failing an EPA-approved I/M test. Those repairs qualifying under these warranties will be performed by the DMC dealer at no charge to you. In any event you will be notified if a repair is covered under these warranties within a reasonable time (not to exceed 30 days) after receipt of the car by the dealer, or within the time period required by local or state law. The only exceptions would be if you request or agree to an extension, or if a delay results from events beyond the control of your DMC dealer or DMC. If you are not so notified, you may be eligible to receive any required emission performance repairs at no charge.

In the event a warranty matter is not handled to your satisfaction, refer to the three-step procedure in this folder entitled "Owner Assistance."

For further information or to report violations of the Emission Performance Warranty, you may contact the Director, Field Operation and Support Division (EN-397), Environmental Protection Agency, 401 M Street S.W., Washington, D.C. 20460.

Besides the time and mileage limits, the "cause" of a malfunction or defect is the principal factor in determining warranty coverage. Only malfunctions or defects that are caused at the factory are covered.

OWNER'S DUTIES

IF YOU BELIEVE A WARRANTABLE MALFUNCTION EXISTS, YOU MUST BRING SUCH TO THE ATTENTION OF YOUR DMC DEALERSHIP BEFORE EXPIRATION OF THE APPLICABLE WARRANTY.

MAINTENANCE

To keep these warranties in effect, you must maintain and operate your DMC vehicle as recommended and keep records of maintenance performed (see Owner's Manual and Maintenance Schedule/Record). Absence of maintenance records will not serve as the sole reason for disallowing a warranty request. However, DMC may deny a warranty claim if your failure to perform maintenance results in the failure of a warranted part. YOU MAY ELECT TO HAVE MAINTENANCE AND REPLACEMENTS OR REPAIRS PERFORMED AT ANY AUTOMOTIVE REPAIR ESTABLISHMENT OR BY AN INDIVIDUAL INCLUDING YOURSELF AND USE COMPONENTS OTHER THAN GENUINE DMC COMPONENTS WITHOUT INVALIDATING THESE WARRANTIES. The cost of such service or parts, however, is not covered by these warranties.

**REPLACEMENT PARTS

Use of replacement parts which are not certified may impair the functioning of other vehicle components or the effectiveness of the emission control system. If other than genuine DMC new or remanufactured parts are used for maintenance or repairs, you should obtain written guarantees that such parts are certified and warranted by their manufacturer to be equivalent to DMC vehicle components in performance and durability. DMC assumes no liability under these warranties with respect to non-genuine uncertified parts. However, the use of non-genuine uncertified parts does not invalidate the warranties of other components unless such non-genuine uncertified parts cause damage or malfunction to warranted parts.

FOR VEHICLE WARRANTY AND ADDITIONAL INFORMATION SEE REVERSE SIDE

The above are shown for sample purposes only. Refer to actual warranty folder.

LIMITED WARRANTY HIGHWAY TIRE ADJUSTMENT POLICY

ELIGIBILITY

You are eligible for the benefits of this policy if you are the owner or authorized agent of the owner of new Goodyear Highway tires including mud and snow and on/off-road tires, but excluding motorcycle tires) bearing Department of Transportation prescribed tire identification numbers and not branded "NA" (Not Adjustable) and if your tires have been used only on the vehicle on which they were originally installed according to the vehicle manufacturer's or Goodyear's recommendations.

COVERAGE (REPLACEMENT FREE) RADIAL AUTO AND RADIAL TRUCK TIRES

Any new Goodyear highway radial auto tire or radial truck tire covered by this policy, that does not deliver satisfactory highway service due to a workmanship or material-related condition (see Adjustment Policy Limitations) during the first 25% treadwear, or 12 months from date of purchase, whichever comes first, will be replaced with a comparable new Goodyear tire without charge. Mounting and balancing are included for auto tires only.

ALL OTHER HIGHWAY TIRES

Any new Goodyear highway tire, other than radial auto or radial truck tires, that does not deliver satisfactory highway service, due to a workmanship or material-related condition (see Adjustment Policy Limitations), during the first 10% of treadwear will be replaced with a comparable new Goodyear tire without charge. Mounting and balancing are included for auto tires only.

Any Goodyear temporary spare tire that does not deliver satisfactory highway service due to a workmanship or material-related condition during the first 50% of usable tread depth (1/32nd of an inch) will be replaced with a comparable new Goodyear temporary spare tire without charge. Mounting is included. After the first 50% of usable treadwear you pay only an adjustment charge for the treadwear received plus any mounting charge.

COVERAGE (PRORATED ADJUSTMENT)

Tires not eligible for no charge adjustment that do not deliver satisfactory service due to workmanship or

material-related conditions will be replaced with comparable new Goodyear tires on a prorata basis. The replacement price will be calculated by multiplying the current Goodyear "predetermined price for adjustment" or current advertised price at adjustment location (whichever is lower) and Federal Excise Tax by the percentage of original tread that has been worn off at the time of adjustment. You pay for mounting and balancing.

EXAMPLE: If your disabled tire had an original 8/32nd of usable treadwear and is worn to 6/32nd remaining, you have used 25% and therefore must pay 25% of the predetermined price for adjustment or advertised price (plus 25% of F.E.T.) of the comparable tire at time of adjustment. If the price of the new comparable tire is \$80 and F.E.T. is \$4.00, the cost to you would be \$21.00.

The "predetermined price for adjustment" available at all Goodyear Service Stores and participating dealers, fairly represents the actual regular retail selling price of the comparable tire at the time of adjustment. If a "predetermined price for adjustment" for Truck and other Commercial Highway tires is not available, adjustment will be based on the price at which you are entitled to buy at the time of adjustment.

A tire has delivered its full original tread life and this warranty ends when the treadwear indicators become visible regardless of age or mileage.

DEFINITION OF COMPARABLE TIRE

A "comparable" new Goodyear tire may either be the same line of tire or in the event the disabled tire is out of production the same basic construction and quality with different sidewall or tread configuration. If a higher priced tire is accepted as replacement, the difference in price will be additional.

Any tire replacement under this warranty will be covered by the Goodyear Warranty in effect at time of replacement.

ADJUSTMENT POLICY LIMITATIONS

This limited warranty is applicable only in the 50 United States, District of Columbia and Canada.

No representative or dealer has authority to make any representation, promise or agreement on behalf of Goodyear except as stated herein.

The following are not covered by this policy:

- Irregular wear or tire damage due to:
 - Road Hazard, Wreck, Collision or Fire
 - Improper Inflation, Overloading, High speed spin-up, Misapplication, Misuse, Negligence, Racing or Chain Damage
 - Mechanical Condition of the Vehicle
- Ride disturbance due to damaged wheels or any vehicle condition other than tires
- Temporary spare tires used on vehicles used in racing and on passenger cars in special applications such as police pursuit service.

• Any tire intentionally altered after leaving a Goodyear factory to change its appearance. (Example: White inlay on a black tire)

• Tires with weather checking which were purchased more than four (4) years prior to presentation for adjustment. If you have no proof of purchase date, tires manufactured four (4) or more years prior to presentation are not covered.

• Loss of time, inconvenience, loss of use of the vehicle or consequential damage.

Some states do not allow the exclusion or limitation of incidental or consequential damages so the above limitation or exclusion may not apply to you.

Any tire no matter how well constructed may fail in service or otherwise become unserviceable due to conditions beyond the control of the manufacturer. This warranty is not intended as a representation that a tire failure cannot occur.

OWNER'S OBLIGATIONS

- You must present the tire to be adjusted to a Goodyear Service Store or Goodyear Tire Dealer. (Please consult telephone directory for locations.) Tires replaced on an adjustment basis become the property of The Goodyear Tire & Rubber Company.
- You must pay for taxes or any additional service you order at the time of adjustment.
- No claim will be recognized unless submitted on a Goodyear claim form (supplied by Goodyear Dealer or Store) completely filled out and signed by you, the owner of the tire presented for adjustment or your authorized agent.

LEGAL RIGHTS

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

SAFETY WARNING

SERIOUS INJURY MAY RESULT FROM:

- Tire failure due to underinflation/overloading—follow owner's manual or tire placard in vehicle.
- Explosion of tire/rim assembly due to improper mounting—only specially trained persons should mount tires.

TIRE SPINNING

CAUTION:

On slippery surfaces such as snow, mud, ice, etc. do not spin tires in excess of 35 MPH as indicated on the speedometer. Personal injury and severe damage may result from excessive wheel spinning, including tire disintegration or axle failure.

GOODYEAR

HIGHWAY TIRE ADJUSTMENT POLICY LIMITED WARRANTY



GOODYEAR

The Goodyear Tire & Rubber Company
 1144 E. Market St.
 Akron, Ohio 44316

For service assistance or information:

1. First contact the nearest Goodyear Service Store or Goodyear Dealer.
2. If additional assistance is required, call or write the nearest Goodyear District Office listed below.

Akron, OH 44316	216-794-4520
Goodyear—Plant 3, Bldg. 116	
Albany, NY 12202	518-463-4184
Port of Albany	
Atlanta, GA 30370	404-237-4611
2755 Piedmont Rd., NE	
Baltimore, MD 21203	301-247-0900
4625 Hollins Ferry Rd.	
Birmingham, AL 35202	205-322-0521
506 Tenth St., S.	
(Boston) Marlboro, MA 01752	617-481-0066
135 Maple St.	
(Buffalo) Depew, NY 14043	716-681-8940
5222 Transit Rd.	
Charlotte, NC 28217	704-588-0500
2700 Nevada Blvd.	
(Chicago) Elk Grove Village, IL 60080	312-640-5100
1501 Nicholas Blvd.	
(Cincinnati) Sharonville, OH 45241	513-769-4300
3680 E. Kemper Rd.	
Columbus, OH 43215	614-221-3535
124 E. Spring St.	
7301 Ambassador Row	214-631-6340
Denver, CO 80207	303-399-1780
4686 Ivy St.	
Des Moines, IA 50306	515-265-5341
1600 E. Euclid Ave.	
(Detroit) Howell, MI 48843	517-546-4236
147 Morgan Dr.	
El Paso, TX 79991	915-778-2420
6936 Commerce Ave.	
Fargo, ND 58102	701-235-1181
2222 Seventh Ave., N.	
Houston, TX 77001	713-672-9481
5544 Armour Dr.	
Jacksonville, FL 32201	904-354-1471
829 Haines St.	
(Knoxville) Alcoa, TN 37701	615-984-6220
Calderwood & Gill Sts.	
Los Angeles, CA 90040	213-721-5125
6665 E. Washington Blvd.	
Memphis, TN 38116	901-396-7141
3124 Bellbrook Dr.	
Miami, FL 33166	305-592-5865
8181 NW 36th St., Suite 13-14	
(Minneapolis) St. Louis Park, MN 55440	612-927-7381
5100 W. 35th St.	
New Brunswick, NJ 08903	201-745-6807
1665 Jersey Ave.	

(New Orleans) Jefferson, LA 70181	504-835-4271
1000 Dakin St.	
(New York) Franklin Square, NY 11010	516-488-1880
10880 Hempstead Tpke.	
Oklahoma City, OK 73127	405-943-8377
5420 N.W. 4th St.	
Omaha, NE 68144	402-330-2360
14810 Grover St.	
Philadelphia, PA 19113	215-521-4000
Scott Plaza #2	
Phoenix, AZ 85005	602-272-5631
420 South 35th Ave.	
(Pittsburgh) Zelienople, PA 16063	412-776-3275
200 Progress Ave.	
Portland, OR 97210	503-226-2951
2720 N.W. 35th Ave.	
(Richmond) Colonial Heights, VA 23834	804-526-4950
Roslyn Ind. Pk., W. Roslyn Rd.	
Sacramento, CA 95815	916-922-9855
147 Commerce Circle, N.	
N. Salt Lake City, UT 84054	801-292-4401
915 N. Overland Dr.	
San Antonio, TX 78220	512-333-1217
J. Frank Dobie St.	
(Seattle) Kent, WA 98031	206-872-8164
8002 S. 212th St.	
St. Louis, MO 63114	509-924-7711
8544 Page Ave.	314-429-4000
Syracuse, NY 13206	315-463-6636
4021 New Court Ave.	
Topeka, KS 66601	913-234-9541
Highway 24, W.	

CANADIAN DISTRICT OFFICES

Maritimes & Newfoundland—607 St. George St.	506-855-1300
Moncton, New Brunswick E1C 8M7	
*Quebec—9091 Henri Bourassa Blvd., W.—	514-334-1112
St. Laurent, P.Q. H4S 1H9	
Ontario—450 Kipling Ave.	416-255-1355
Toronto, Ontario M8Z 5E1	
Manitoba—1725 Sargent Avenue.	204-772-0391
Winnipeg, Manitoba R3H 0C5	
Saskatchewan—2035 First Ave., N.	306-242-0281
Saskatoon, Sask S7K 3L6	
Alberta—1130—143rd St., P.O. Box 896	403-455-7191
Edmonton, Alberta T5J 2L8	
British Columbia—2625 Rupert St., P.O. Box 6620	604-255-2442
Vancouver, B.C. V6B 4B5	

NOTE:

Anyone desiring a copy of this warranty printed in French may contact the Montreal Service Department at the above address.

As outlined in this warranty and in the DMC warranty, owners should contact Goodyear Tire Dealers for warranty service.

DMC Dealers are obliged to assist DMC owners if necessary to obtain warranty service by:

- Contacting the nearest Goodyear District Office for the DMC owner.
- Contacting the local DMC District Manager or area office.



SOUND SYSTEM WARRANTY

FOR DE LOREAN VEHICLES

CRAIG LIMITED WARRANTY STATEMENT

LIMITED WARRANTY PARTS AND LABOR

Craig Corporation warrants this product to be free from defects in material and workmanship for a period of One (1) Year from date of sale to the original consumer purchaser. Craig will repair free of charge this Craig product if it has proven to be defective within the One (1) Year period when said product is returned at customer expense to Craig or one of Craig's Independent Authorized Warranty Stations within the warranty period. **THIS WARRANTY DOES NOT COVER ANY EXPENSES INCURRED IN THE REMOVAL AND RE-INSTALLATION OF THIS PRODUCT.***

This warranty does not apply to any Craig product damaged by accident, misuse, abuse, improper line voltage, fire, water, lightning, or other acts of God, or any parts or service furnished by anyone other than Craig or one of its Independent Authorized Warranty Stations. This warranty is void if any parts or service covered by this warranty are furnished by anyone other than Craig or its Independent Authorized Warranty Stations. This warranty does not cover cartons, carrying cases, batteries, broken or marred cabinets, magnetic tapes, or any other accessories used in connection with the product or consequential damages due to a defect in the product.

ALL IMPLIED WARRANTIES ARE LIMITED TO THE DURATION OF THIS WARRANTY. THIS IS THE COMPLETE WARRANTY BY CRAIG AND NO OTHER EXPRESSED WARRANTY IS VALID AGAINST CRAIG. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR AN EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

If this unit should prove defective within the stated warranty period either return it to the nearest Craig factory branch, as noted hereafter, or call 800-331-1000 (in Oklahoma, 800-722-3600) toll-free. On request they will give you the name and location of the nearest Independent Authorized Warranty Station. (In Alaska or Hawaii contact the nearest Craig Dealer.) Your dated sales slip or other proof of purchase will establish your eligibility for warranty service. Craig will be responsible only for service rendered under this warranty and not the loss of any unit delivered to an Independent Authorized Warranty Station.*

*ALTERNATE CLAIM PROCEDURE FOR FACTORY INSTALLED CRAIG CAR STEREO SYSTEMS:

AS AN ADDED SERVICE, DMC DEALERS WILL, DURING THE CRAIG WARRANTY PERIOD:

- a) REMOVE A DEFECTIVE COMPONENT, ARRANGE TO HAVE IT REPAIRED OR EXCHANGED FOR A REBUILT COMPONENT, AND RE-INSTALL THE COMPONENT AT NO CHARGE.
- b) REIMBURSE DMC OWNERS FOR REASONABLE LABOR CHARGES INCURRED FOR REMOVAL AND REINSTALLATION OF A DEFECTIVE COMPONENT AT AN INDEPENDENT AUTHORIZED WARRANTY STATION. TO OBTAIN THIS REIMBURSEMENT, PRESENT THE REPAIR ORDER FROM CRAIG'S INDEPENDENT AUTHORIZED WARRANTY STATION TO YOUR DMC DEALER.

THIS ALTERNATE CLAIM PROCEDURE DOES NOT EXTEND THE CRAIG OR DE LOREAN WARRANTIES.

This warranty gives you specific rights, and you may also have other rights which vary from state to state.

CRAIG FACTORY SERVICE BRANCHES

LOS ANGELES BRANCH

Craig Corporation
921 W. Artesia Blvd.
Compton, CA 90220
(213) 537-1233

NEW JERSEY BRANCH

Craig Corporation
50-52 Joseph St.
Moonachie, NJ 07074
(201) 641-2300

CHICAGO BRANCH

Craig Corporation
1450 Greenleaf Avenue
Elk Grove Village, IL 60007
(312) 593-3150

As outlined in this sound system warranty, the DMC owner may obtain warranty service by contacting either the nearest authorized Craig Warranty Station or the DMC Dealer.

DMC Dealer — A) Exchange the radio chassis — See Section 4 — Service Transactions.

B) Labor reimbursement — for removal and installation — See Section 4 — Service Transactions.

BATTERY WARRANTY (original equipment)

Refer to the DMC Warranty Statement. DMC owners obtain warranty service directly through AC-Delco Dealers. DMC Dealers, if necessary, should assist DMC owners with obtaining warranty service for AC-Delco batteries.

SECTION: **2**
SUBSECTION: **03**
PAGE : **1**

WARRANTIES
SPARE PARTS/ACCESSORIES WARRANTIES

PENDING

PENDING

General: DMC Dealers are authorized and required to make warranty decisions, repairs, and replacements on behalf of DMC, with the exception of those items that require prior inspection or authorization by DMC. (See warranty repairs requiring authorization.) DMC Dealers are also required to render warranty service for DMC vehicles not sold by them, and transient owners should receive preferential treatment.

Decision Making: The warranty statements as they apply to the vehicle, its components or systems are the basis for making a decision whether a repair or replacement is warrantable.

A repair or replacement is warrantable, and you may proceed with a repair or replacement if you can answer all of the following with a "yes":

- 1) A malfunction exists.
- 2) The malfunction is caused by a defect in material or workmanship at the factory.
- 3) The item is not specifically excluded from coverage in any of the applicable warranties.
- 4) The item does not require prior inspection and/or authorization. (See warranty repairs requiring authorization.)
- 5) The mileage limit of any of the applicable warranties is not exceeded. (See tolling mileage/time limits.)
- 6) The time limit of any of the applicable warranties is not exceeded. (See tolling mileage/time limits.)

Note: Before denying any DMC owner's request for warranty service, you must consider any state or local laws or regulations which may override the limitations of any of the warranties.

The following is an overview of the warranties that apply to DMC vehicles:

Warranties: (For overview only — refer to the actual warranties for full details.)

Vehicle	12 months/12,000 miles
*Emission Component Defects, Federal	5 years/50,000 miles
*Emission Component Defects, California	5 years/50,000 miles
*Emission Performance, Federal	5 years/50,000 miles
*Emission Performance, Federal	24 months/24,000 miles
Tires	Refer to Tire Warranties Statement
Sound System	Refer to Sound System Warranties Statement
Battery (original equipment)	See Battery Warranty Information (in the DMC Folder)
Spare Parts/Accessories	6 months/6,000 miles

*See parts list on the opposite page.

EMISSION WARRANTIES PARTS LIST

Listed below are components affecting emissions of your DMC vehicle, if so equipped. EMISSION CONTROL RELATED PARTS OF THESE COMPONENTS ARE COVERED BY THESE WARRANTIES, WHERE APPLICABLE. Items marked (M) require scheduled replacement and are warranted up to the replacement interval. (Refer to Maintenance Schedule Folder.)

COVERED (0)

Column 1	Emission Components Defect Warranty									(5 Years/50,000 Miles)	
Column 2	Emission Components Defect Warranty California									(5 Years/50,000 Miles)	
	(Applies to vehicles sold and registered in California only)										
Column 3	Emission Performance Warranty									(5 Years/50,000 Miles)	
Column 4	Emission Performance Warranty									(24 Months/24,000 Miles)	
	(Also covers any other vehicle component if all requirements of the Emission Performance Warranty are met.)										
1. (a)	FUEL METERING UNIT	1	2	3	4	3.	IGNITION	1	2	3	4
	Injectors	0	0		0		Ignition Distributor	0	0		0
	Air/Fuel Metering Unit	0	0		0		Advance Capsule	0	0		0
	Control Pressure Regulator	0	0		0		Spark Plugs (M)	0	0		0
	Thermal Control Valve	0	0		0		Ignition Coil	0	0		0
	Delay Valve	0	0		0		Control Unit			0	0
	Cold Start Valve	0	0		0		Ignition Wires		0	0	0
	Thermal Time Switch	0	0		0		Solenoid	0	0	0	0
							Micro-Switch	0	0		0
(b)	FEED BACK SYSTEM					4.	EVAPORATIVE EMISSION				
	Oxygen Sensor (M)	0	0	0	0		Vapor Storage Canister	0	0	0	0
	Modulating Valve	0	0	0	0		(including purge control valve)				
	Electronic Control Unit	0	0	0	0		Filler tank cap	0	0		0
	Temperature Switch	0	0	0	0		Fuel tank		0	0	0
	W.O.T. Switch	0	0		0		Fuel Filler neck		0	0	0
							Purge Orifice	0	0	0	0
(c)	IDLE SPEED CONTROL					5.	P.V.C. SYSTEM				
	Motor	0	0	0	0		Purge Orifice	0	0	0	0
	Control Unit	0	0	0	0		Oil Filler Cap		0		0
	Micro Switch	0	0	0	0						
	Temperature Resistor	0	0	0	0	6.	AIR INTAKE SYSTEM				
							Intake Air Pre-Heat System	0	0		0
(d)	DECEL SYSTEM					7.	MISCELLANEOUS				
	Overrun Valve	0	0	0	0			0			0
2.	CATALYST & EXHAUST SYSTEMS										
	Catalyst Unit	0	0	0	0		Hoses, Clamps, Brackets, Pipes,				
	Exhaust Manifold		0	0	0		Gaskets, Seals, and Connectors				
	Exhaust Pipe to Catalyst		0	0			used with covered items.				

If failure of any of the covered parts causes damage to any other parts such parts are also covered.

THESE WARRANTY OBLIGATIONS DO NOT APPLY TO:

1. Conditions resulting from tampering, misuse, improper adjustments, acts of nature, dirty fuel, alteration, accidents, failure to use recommended fuel, failure to perform maintenance services, or other events beyond the control of DMC;
2. The replacement of maintenance parts used in regular maintenance services;
3. Extra expenses, including expenses for loss of use of the vehicle during warranty repairs, lodging, car rental, travel cost, loss of pay, or towing;*;
4. Any car on which odometer mileage has been changed so that mileage cannot be readily determined;
5. Other than genuine DMC components and uncertified parts.**

OTHER TERMS: The warranties contained in this folder give you specific legal rights and you may also have other rights which vary from state to state. DMC does not authorize any person to create for it any other obligation or liability in connection with DMC vehicles. ANY IMPLIED WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO THIS VEHICLE IS LIMITED IN DURATION TO THE DURATION OF THE WRITTEN WARRANTIES. DMC SHALL NOT BE LIABLE FOR CONSEQUENTIAL OR COMMERCIAL DAMAGES RESULTING FROM BREACH OF THIS WRITTEN WARRANTY.

* SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, NOR DO SOME STATES ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

Refer to actual Warranty Statement for full text of the Emission Warranties.

WARRANTY TOLLING

Some state or local laws or regulations may require an extension of the warranty time limit by the same amount of time the vehicle was unavailable for the owner's use during a warrantable repair. This procedure is referred to as "Warranty Tolling".

For this reason, DMC will consider on a general basis warranty claims within 30 days over the stated warranty time limits.

MILEAGE PERIOD

Some state or local laws or regulations may require that the owner receive the benefit of the full mileage period of the stated warranty. For example, if the stated warranty mileage period is 12,000 miles, and the owner received the vehicle with 150 miles registered on the odometer, the mileage limit of the warranty would end when 12,150 miles are registered on the odometer.

For this reason DMC will consider on a general basis warranty claims with up to 999 miles over the stated warranty mileage limits.

The following warrantable repairs require prior authorization. For some items prior inspection will also be required as follows:

		PRIOR INSPECTION REQUIRED	PRIOR AUTHORIZATION REQUIRED
GENERAL:	Any warrantable repair or replacement that requires:		
	Parts = Any single part with a dealer price of more than \$500.00		X
	Labor = Labor time of 20 hours or more		X
	Combined = The total claim value exceeds \$1500.00		X
MAJOR UNITS:	Engine complete		X
	Short block		X
	Transaxle complete		X
	Chassis/frame	X*	X
BODY:	Any sheet metal work	X	X
	Door replacement	X*	X
	Any paint repair	X	X
	Glass replacement	X*	X
	Trim & Carpets	X*	X
	Upholstery	X*	X

*If replaced and defect can still be verified after the replacement, the prior inspection requirement may be waived.

TRANSPORTATION DAMAGE: For authorization requirements, refer to Section 1, Subsection 2.

Procedures: To obtain an authorization, contact your DMC District Manager who will give you an authorization number. This number must be entered on line B-11 of the claim form.

If prior inspection is required, arrange to have the vehicle inspected during the next visit of your DMC District Manager.

In an emergency situation where the vehicle is inoperable and prior inspection is required, contact your DMC District Manager or the DMC area office.

All authorizations are issued based on information supplied by the requesting dealer. If, at a later date, such information proves to be erroneous, the applicable authorization may be retracted, resulting in a reversal of the claim's status and disposition.

DMC District Managers will not issue authorizations for any repair which is not warrantable.

NOTE: DMC District Managers can issue authorizations, if justified, only for items that require authorization, and therefore **can not** issue any authorizations for any other items, such as repairs or replacements not covered by warranty or beyond the warranty limits, disallowed claims, etc. Such authorizations can only be obtained through the DMC Service Department. For such authorizations, contact your District Manager for instructions or assistance.

WARRANTY REPAIR ORDER

DMC does not require a separate repair order for warranty repairs. It is therefore optional for the DMC dealer whether to prepare a separate repair order or to include warranty repairs on the general repair order. In either event, a DMC owner may not be charged for any warranty item(s), and the owner must receive a copy of the repair order. See Warranty Statements.

Repair instructions and descriptions must be explicit enough to allow the vehicle owner to understand the repair scope.

The repair order must be complete, signed by the customer, and show all the information necessary to allow preparation of the claim (see Service Transactions) without the need to gather information at a later time.

WARRANTY REPAIRS

Warranty repairs or replacements are to be performed according to the procedures outlined in the DMC Technical Service Manual using genuine DMC components.

All warranty repair details such as operations to be carried out and parts to be replaced should in all instances require the authorization of supervisory service department personnel.

Only components that are defective and/or in need of replacement are to be replaced. Components that are replaced as a preventive or trial measure are not reimbursable under warranty.

During the repair and handling of components, care must be taken to prevent damage to the removed components to permit evaluation and determination of the actual failure cause/mode. Unless valid explanations are given, no reimbursement can be made by DMC for components where careless procedures have prevented cause evaluation by DMC.

CONTENTS

SECTION	SUBSECTION	DESCRIPTION
3	01	Labor
	01	Parts
	02	Other Reimbursements
	03	Labor Reimbursement Rate

LABOR

De Lorean Motor Company (DMC) reimburses authorized DMC dealers for labor reimbursable by DMC as follows:

ESTABLISHED LABOR OPERATIONS AND TIME ALLOWANCE

The time allowance multiplied by the "DMC Labor Reimbursement Rate".

NOT ESTABLISHED LABOR OPERATIONS OR TIME ALLOWANCE

The reasonable actual time used (punched time) multiplied by the "DMC Labor Reimbursement Rate".

SUBLET/OTHER LABOR — SEE OTHER REIMBURSEMENTS

PARTS

De Lorean Motor Company (DMC) reimburses authorized DMC dealers for parts reimbursable by DMC as follows:

GENUINE AND DMC SUPPLIED PARTS

The amount shown under "DMC Reimbursement" in the DMC parts price list. This amount is calculated as follows:

Dealer Net x 25% = allowance for dealer handling

Dealer Net x 2% = allowance for small parts whether used or not

Dealer Net + 27% = Reimbursement

SMALL PARTS

Small parts of less than \$1.00 list price are excluded from reimbursement on an individual basis and are covered by the 2% small parts allowance. Such parts should therefore not be listed on claims; they also do not show a DMC reimbursement amount in the DMC parts price list.

EXCLUSIONS

The aforementioned reimbursement calculations do not apply for some selected items such as major units or high cost items that require authorizations — (see authorizations, Section 2, Subsection 06). The handling and small parts allowance for such items will be calculated on an individual basis, and a DMC reimbursement amount is not shown in the DMC price list.

In no event will any DMC reimbursement for genuine DMC components exceed the DMC suggested list price.

OTHER/SUBLET PARTS

See other reimbursements, Section 3, Subsection 02.

REIMBURSEMENT CALCULATIONS/EFFECTIVE DATE (PARTS):

Reimbursement amounts are calculated at the reimbursement prices in effect at the time of processing at the DMC Service Processing Center.

OTHER REIMBURSEMENTS

De Lorean Motor Company (DMC) reimburses DMC Dealers as follows for:

SUBLET LABOR

The actual reasonable amount paid by the DMC Dealer to the sublet shop, without any dealer mark-up.

BODY SHOP LABOR (DEALER OWNED BODY SHOP)

Sheet metal & trim work — body shop repair order is treated like a sublet repair order.
Mechanical work — same as mechanical labor.

FLAT LABOR/FLAT PARTS — DOLLARS

The dollar amount allowed, authorized or agreed upon.

EXCISE TAXES

The amount of the actual tax incurred or applicable portion thereof.

FREIGHT (WARRANTY PARTS SUBMISSION)

The actual freight cost incurred.

SUBLET PARTS

The actual reasonable amount paid by the DMC Dealer to the sublet shop without any dealer mark-up. Any genuine DMC parts used during a sublet repair are reimbursed at the rate applicable to genuine DMC components.

OTHER PARTS/MATERIALS/FLUIDS/LUBRICANTS

Other parts and materials used during warranty repairs at the DMC Dealer are reimbursed at the actual dealer cost plus ten percent for handling.

Fluids and lubricants used during warranty repairs are reimbursed according to the following schedule:

	Part #	QTY	Reimbursement	This allows for:
FREON CHARGE	(W-106788)	1	\$ 6.30	3.75 pounds = 1½ charge: ½ charge for testing, 1 charge for system fill to complete the repair
ENGINE OIL	(W-100559)	1	\$10.25	7 quarts refill to complete the repair
TRANSMISSION OIL	(W-100560)	1	\$ 4.55	3.9 quarts refill to complete the repair
AUTOMATIC TRANSMISSION FLUID	(W-100561)	1	\$ 9.15	6 quarts refill to complete the repair
AUTOMATIC TRANSMISSION FINAL DRIVE	(W-100562)	1	\$ 2.10	1.8 quarts refill to complete the repair
ANTIFREEZE	(W-100565)	1	\$ 7.55	1.45 gallons to refill system to complete the repair

LABOR REIMBURSEMENT RATE

DMC LABOR REIMBURSEMENT RATE

GENERAL: The DMC Mechanical Labor Reimbursement Rate applies to all valid transactions of DMC Dealers that are reimbursable by DMC.

OPTION A: Retail Rate (Requires Posting and Stating of the Effective Retail Rate).

The DMC Labor Reimbursement Rate is equal to the stated posted effective mechanical retail rate of a DMC Dealership.

LIMITATIONS

If such rate exceeds the average effective rates applicable to other franchised makes handled by the DMC Dealership and/or effective retail rates of other new vehicle dealers in the DMC Dealer's immediate trade area, the DMC Labor Reimbursement Rate will be limited to be no more than 10% above such average rates, unless the DMC Dealer can show that the average hourly mechanical pay rate for the DMC technicians is higher than 110% of the average hourly mechanical pay rate for other makes in the DMC Dealer's Service Department or immediate trade area.

OPTION B: Calculated Rate (Procedure for Start Up).

If a DMC Dealer does not wish to state and post the effective retail rate, the DMC reimbursement rate shall be equal to: 255% of the average basic wage paid to the service technician(s) principally assigned to perform maintenance and repair work on DMC vehicles. In no event shall the calculated rate exceed the effective retail rate.

BASIC WAGE MEANS

Hourly/Salaried — The basic hourly wage without any benefits or efficiency allowance.

Split Pay System — The hourly amount applicable to service technicians' pay without benefit or efficiency allowance.

PROCEDURE FOR ESTABLISHING DMC LABOR REIMBURSEMENT RATE

In order to establish a new or updated DMC Labor Reimbursement Rate, the dealer must complete the "Application for Labor Reimbursement Rate". Forms may be obtained by ordering DMC Part # F-200001 (Option A) or F-200002 (Option B).

Upon completion, your dealer's signature must be notarized. The forms must be forwarded to the DMC Service Department, which will inform your dealership in writing of the newly established and approved DMC Labor Reimbursement Rate and its effective date.

SAMPLE APPLICATION FORMS

OPTION A

APPLICATION
FOR LABOR
REIMBURSEMENT RATE
(OPTION "A")

According to the existing policies and procedures of the DMC service procedures manual (section 3) we hereby apply for the establishment of a () New () Updated DMC mechanical labor reimbursement rate for our DMC dealership.

DMC Dir. Number _____
DMC Dir. Name _____
Address _____

The effective, stated, posted, retail labor rate(s) of our dealership's service department is (are):

List All Makes Handled	Rate In Effect Since (Date)	Hourly Rate	Average
DMC		\$ _____ /Hour	
		\$ _____ /Hour	
		\$ _____ /Hour	
		\$ _____ /Hour	\$ _____ /Hr
Own Body Shop		\$ _____ /Hour	

The effective mechanical retail labor rates of other franchised automobile dealerships in our immediate trade area are:

Make	Dealer Name/City	Hourly Rate	Average
		\$ _____ /Hour	
		\$ _____ /Hour	
		\$ _____ /Hour	\$ _____ /Hr

In view of the above and according to the policies and procedures of the DMC service procedures manual (section 3), we apply for approval and establishment of a DMC labor reimbursement rate of \$ _____ /hour.

Date _____ Signed _____ (Dir. Princ. or Gen. Mgr.)
Notarized _____ Stamp _____ Date _____

Reply: (For DMC use only)

Your dealership's application for a new labor reimbursement rate has been reviewed according to the existing policies and procedures and your DMC labor reimbursement rate has been approved and established to be \$ _____ /hour with an effective date of _____.

Date _____ Signature _____

DMC Form # 200001 3-81

Pink - Dealer's Copy All Other Copies - Submit to DMC

OPTION B

APPLICATION
FOR LABOR
REIMBURSEMENT RATE
(OPTION "B")

According to the existing policies and procedures of the DMC service procedures manual (section 3) we hereby apply for the establishment of a () New () Updated DMC mechanical labor reimbursement rate for our DMC dealership.

DMC Dir. Number _____
DMC Dir. Name _____
Address _____

The effective retail labor rate(s) of our dealership's service department is (are):

List All Makes Handled	Rate In Effect Since (Date)	Hourly Rate	Average
DMC		\$ _____ /Hour	
		\$ _____ /Hour	
		\$ _____ /Hour	
		\$ _____ /Hour	\$ _____ /Hr
Own Body Shop		\$ _____ /Hour	

The basic wage of our service technician(s) principally assigned to perform maintenance and repair work on DMC vehicles is (are):

Technician(s) Name	Position	Reg. Hrs/Wk	Hrly. Pay Sys.	Split Pay Sys.	Average
			\$ _____ /Hour	\$ _____ /Hour	
			\$ _____ /Hour	\$ _____ /Hour	
			\$ _____ /Hour	\$ _____ /Hour	\$ _____ /Hr

In view of the above and according to the policies and procedures of the DMC service procedures manual (section 3), we apply for approval and establishment of a DMC labor reimbursement rate of \$ _____ /hour.

Date _____ Signed _____ (Dir. Princ. or Gen. Mgr.)
Notarized _____ Stamp _____ Date _____

Reply: (For DMC use only)

Your dealership's application for a new labor reimbursement rate has been reviewed according to the existing policies and procedures and your DMC labor reimbursement rate has been approved and established to be \$ _____ /hour with an effective date of _____.

Date _____ Signature _____

DMC Form # 200002 4-81

Pink - Dealer's Copy All Other Copies - Submit to DMC

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4	01	Change Of Owner/Address
	02	Technical Report
	03	Tire Registration
	04	Warranty Claims Vehicle/Emission
	05	Warranty Claim Radio Labor
	06	Warranty Claim Spare Parts/Accessories
	07	Special Claim Freight Warranty Return Parts
	08	Special Claim Campaign
	09	Special Claim Transportation Damage
	10	Special Claim P.D.I./Free Maintenance
	11	Special Claim Goodwill
	12	Request For Adjustment (Appeal)
	13	Request For Inquiry
	14	Request For Warranty Parts Return

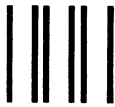
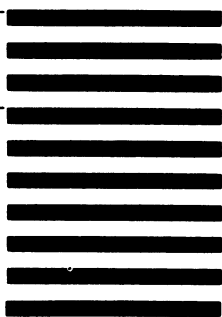
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01
1

SERVICE TRANSACTIONS
CHANGE OF OWNER/ADDRESS

This type of transaction (**code 01**) is used exclusively to report the change of address or change of the vehicle owner. DMC maintains a vehicle owner file to allow owner notification in case of a recall campaign. Therefore, you should report any DMC owner name or address change as soon as such becomes known to you.

AN OWNER OR ADDRESS CHANGE CARD IS PROVIDED ALSO
FOR THE USE OF THE VEHICLE OWNER.

_____ _____ _____		<div>NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES</div>
<div>BUSINESS REPLY MAIL FIRST CLASS PERMIT NO. 6899 SANTA ANA, CALIFORNIA</div> <p>POSTAGE WILL BE PAID BY ADDRESSEE</p> <p>DE LOREAN MOTOR COMPANY 2055 S.E. MAIN ST. IRVINE, CA 92714</p> <p>ATTN: TECHNICAL SERVICE</p>		

NOTIFICATION OF CHANGE OF OWNERSHIP AND/OR ADDRESS

DE LOREAN
VEHICLE
I.D. NUMBER*

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

*located below lower left corner of windshield — driver's side — see Owner's Manual

CHANGE OF NAME AND ADDRESS

NEW

☐ NAME _____

☐ ADDRESS _____ SUITE, APT., P.O. BOX _____

CITY _____ STATE _____ (circle one) ZIP CODE _____

CHANGE OF OWNERSHIP

☐ SOLD/TRADED TO NEW OWNER _____

☐ TOTAL LOSS ADDRESS _____

CITY/STATE/ZIP _____ PHONE _____

GENERAL INSTRUCTIONS

- A) All entries must be legible through all copies. Print (press hard) or type.
- B) Each transaction type requires a separate transaction entry.
- C) Each individual repair, damage, or malfunction requires a separate transaction entry.
- D) Up to 3 transactions of different types may be entered on one form as long as the information in Field A applies equally to all transactions entered.
- E) Line A-1 (reference #) together with Line B-2 (transaction #) identifies each individual transaction.
- F) For overflow of labor or parts use next field below without repeating Field B (transaction data).



SERVICE TRANSACTION GENERAL

A Document Main Data	
REFERENCE #	1
Previous Ref. No.	2
DMC DEALER NO.	3
Repair Order No.	4
Repair Order Date	5
V.I.N. NO.	6
Delivery Date	7
Repair Compl. Date	8
Odomtr. Reading	9
Hourly Labor Rate	10
Owner Name	11
Street Address	12
City	13
State	14
Zip Code	15
SIGNATURE & DATE	16

B Transact. Data		LABOR	Time	\$	c	PARTS	Qty.	\$
TRANSACTION CODE	1							
TRANSACTION NO.	2							
Previous Trans. No.	3							
Component Code	4							
Location Code	5							
Malfunction Code	6							
Supplier Code	7							
Installed Date	8							
Installed Miles	9							
Unit No.	10							
Authorized No.	11							
Language Code	12							
Freight Bill No.	13							
		TOTAL LABOR TIME & \$						
						TOTAL PARTS \$		*
						TOTAL CLAIM \$		
						PARTS DISPOSITION		

TRANSACTION CODE	1							
TRANSACTION NO.	2							
Previous Trans. No.	3							
Component Code	4							
Location Code	5							

ENTER

Line
A-3 The DMC assigned dealer # (5 digits).
A-6 The vehicle identification # (17 digits).
A-11 Current owner's name and address.
A-15
A-16 Authorized dealer personnel must sign name and date at time of completion.

ENTER

Line
B-1 01
B-2 1 thru 3 starting with 1 for the 1st transaction on the form.

ENTER

NO ENTRY

ENTER

NO ENTRY

THIS TRANSACTION TYPE HAS NO
MONETARY VALUE

This type of transaction (**code 02**) is used to report technical matters as they apply to the vehicle itself, spare parts, repair procedures, labor operations.

DMC dealers should participate in reporting such items thereby providing DMC and the factory with a broad basis of information for product quality, durability and function analysis and future product development.

It is essential that the reports contain only factual information and that they are submitted immediately.

CODING

COMPONENT CODES:	Refer to the applicable section/subsection/group pages of the DMC Suggested Warranty Repair Times Manual.
LABOR OPERATION CODES:	Refer to the applicable section/subsection/group pages of the DMC Suggested Warranty Repair Times Manual.
SUPPLIER CODES:	Refer to Section 'O' of the DMC Suggested Warranty Repair Times Manual.

GENERAL INSTRUCTIONS

- A) All entries must be legible through all copies. Print (press hard) or type.
- B) Each individual report/malfunction requires a separate form.
- C) Line A-1 (reference #) together with Line B-2 (transaction #) identifies each individual transaction.
- D) If necessary use attachments.



SERVICE TRANSACTION TECHNICAL REPORT

A Document Main Data	
REFERENCE #	1
Previous Ref. No.	2
DMC DEALER NO.	3
Repair Order No.	4
Repair Order Date	5
V.I.N. NO.	6
Delivery Date	7
Repair Compl. Date	8
Odomtr. Reading	9
Hourly Labor Rate	10
Owner Name	11
Street Address	12
City	13
State	14
Zip Code	15
SIGNATURE & DATE	16

B Transact. Data		LABOR	Time	\$	c	PARTS	Qty.	\$
TRANSACTION CODE	1 02 *							
TRANSACTION NO.	2							
Previous Trans. No.	3							
Component Code	4							
Location Code	5							
Malfunction Code	6							
Supplier Code	7							
Installed Date	8							
Installed Miles	9							
Unit No.	10							
Authorization No.	11							
License Code	12							
Freight Bill No.	13							
		TOTAL LABOR TIME & \$						

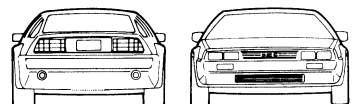
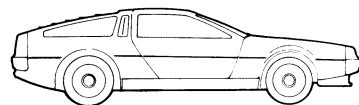
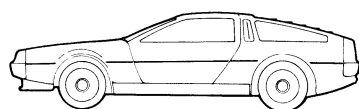
NATURE OF COMPLAINTS/OBSERVATION:

PROBABLE () EXACT () CAUSE: (CHECK ONE)

Explain in detail if necessary with sketches/photos or submit parts

COMMENTS/RECOMMENDATIONS:

REQUESTS:



For DMC Use Only

Mail Date	17
Received Date	18
Processor	19

SUBMIT IMMEDIATELY

ENTER

Line

- A-3 The DMC assigned dealer # (5 digits)
- A-6 The vehicle identification # (17 digits)
- A-7 The delivery date as shown on the owner's warranty statement.
- A-9 The reading of the vehicle's odometer (if the speedometer instrument was changed previously, the actual miles the vehicle has traveled since delivery).
- A-16 Authorized dealer personnel must sign name and date at time of completion.

ENTER

Line

- B-2 1
- B-4 The component code (5 digits) for the component that caused the malfunction or defect. (Refer to Suggested Warranty Repair Times Manual).
- B-5 Only required if L.C.R. is shown with the component code in the Suggested Warranty Repair Times Manual.
- B-6 The applicable malfunction code shown in the Suggested Warranty Repair Times Manual.
- B-7 Only required if S.C.R. is shown with the component code in the Suggested Warranty Repair Times Manual. Trade marks and codes are listed in Section "O" of the Suggested Warranty Repair Times Manual.

ENTER

If a labor operation is the reason for the report, enter code or description.

ENTER

If a part or part number is the reason for the report, enter the part number or description.

THIS TRANSACTION TYPE HAS NO
MONETARY VALUE

This type of transaction (**code 10**) is used to report tire exchanges by DMC dealers of **original equipment** tires between DMC vehicles. (See Section 1 Subsection 05 Page 1).

Up to three (3) tires can be reported on one form. If all five (5) tires were exchanged two (2) forms are needed.

Sample Tire Serial Numbers

N3TH702220
NEDETK2430

It is possible that two or more tires have the same serial number; however, each will require registration.

Reporting is required for both vehicles involved in the exchange, and the tire serial number(s) must correspond to the vehicle that received the tires.

CODING

COMPONENT CODES: Refer to the applicable section/subsection/group pages of the DMC Suggested Warranty Repair Times Manual.

LABOR OPERATION CODES: Refer to the applicable section/subsection/group pages of the DMC Suggested Warranty Repair Times Manual.

SUPPLIER CODES: Refer to Section 'O' of the DMC Suggested Warranty Repair Times Manual.

SERVICE TRANSACTIONS TIRE REGISTRATION

SECTION:
SUBSECTION:
PAGE :

4
03
2

GENERAL INSTRUCTIONS

- All entries must be legible through all copies. Print (press hard) or type.
- Each transaction type requires a separate transaction entry.
- Each individual repair, damage, or malfunction requires a separate transaction entry.
- Up to 3 transactions of different types may be entered on one form as long as the information in Field A applies equally to all transactions entered.
- Line A-1 (reference #) together with Line B-2 (transaction #) identifies each individual transaction.
- For overflow of labor or parts use next field below without repeating Field B (transaction data).



SERVICE TRANSACTION GENERAL

A Document Main Data	
REFERENCE #	1
Previous Ref. No.	2
DMC DEALER NO.	3
Repair Order No.	4
Repair Order Date	5
V.I.N. NO.	6
Delivery Date	7
Repair Compl. Date	8
Odometer Reading	9
Hourly Labor Rate	10
Owner Name	11
Street Address	12
City	13
State	14
Zip Code	15
SIGNATURE & DATE	16

B Transact. Data		LABOR	Time	\$	¢	PARTS	Qty.	\$
TRANSACTION CODE	1							
TRANSACTION NO.	2							
Previous Trans. No.	3							
Component Code	4							
Location Code	5							
Malfunction Code	6							
Supplier Code	7							
Installed Date	8							
Installed Miles	9							
Unit No.	10							
Authorizat. No.	11							
Campaign Code	12							
Freight Bill No.	13							
		TOTAL LABOR TIME & \$				TOTAL PARTS \$		*
						TOTAL CLAIM \$		
						PARTS DISPOSITION		

ENTER

Line
A-3 The DMC assigned dealer # (5 digits).
A-6 The vehicle identification # (17 digits).
A-16 Authorized dealer personnel must sign name and date at time of completion.

ENTER

Line
B-1 10
B-2 1 thru 3 starting with 1 for the 1st transaction on the form.
B-10 The tire serial number. If more than one tire is registered, use next transaction field or additional form.

ENTER

NO ENTRY

ENTER

NO ENTRY

THIS TRANSACTION TYPE HAS NO
MONETARY VALUE

This type of transaction (**code 20-24**) is used to report and request reimbursement for warranty repairs or replacement under the following vehicle and emission warranties. (See Section 2, Subsection 04, Warranty Decision Making.)

WARRANTY	PERIOD	USE LINE B-1 TRANSACTION CODE
Vehicle	12/12	20
Emission Components Defect (Fed)	5/50	21
Emission Components Defect (CA)	5/50	22
Emission Performance (Fed)	24/24	23
Emission Performance (Fed)	5/50	24

CODING

COMPONENT CODES: Refer to the applicable section/subsection/group pages of the DMC Suggested Warranty Repair Times Manual.

LABOR OPERATION CODES: Refer to the applicable section/subsection/group pages of the DMC Suggested Warranty Repair Times Manual.

SUPPLIER CODES: Refer to Section 'O' of the DMC Suggested Warranty Repair Times Manual.

GENERAL INSTRUCTIONS

- A) All entries must be legible through all copies. Print (press hard) or type.
- B) Each transaction type requires a separate transaction entry.
- C) Each individual repair, damage, or malfunction requires a separate transaction entry.
- D) Up to 3 transactions of different types may be entered on one form as long as the information in Field A applies equally to all transactions entered.
- E) Line A-1 (reference #) together with Line B-2 (transaction #) identifies each individual transaction.
- F) For overflow of labor or parts use next field below without repeating Field B (transaction data).



SERVICE TRANSACTION GENERAL

A Document Main Data	
REFERENCE #	1
Previous Ref. No.	2
DMC DEALER NO.	3
Repair Order No.	4
Repair Order Date	5
V.I.N. NO.	6
Delivery Date	7
Repair Compl. Date	8
Odomtr. Reading	9
Hourly Labor Rate	10
Owner Name	11
Street Address	12
City	13
State	14
Zip Code	15
SIGNATURE & DATE	16

B Transact. Data		LABOR	Time	\$	c	PARTS	Qty.	\$
TRANSACTION CODE	1							
TRANSACTION NO.	2							
Previous Trans. No.	3							
Component Code	4							
Location Code	5							
Malfunction Code	6							
Supplier Code	7							
Included Unit	8							
Included Mile	9							
Unit No.	10							
Authorized No.	11							
Excluded Unit	12							
Freight Bill No.	13							
		TOTAL LABOR TIME & \$						
						TOTAL PARTS \$		*
						TOTAL CLAIM \$		*
						PARTS DISPOSITION		*

TRANSACTION CODE	
TRANSACTION NO.	2
Previous Trans. No.	3
Component Code	4
Location Code	5

ENTER

- Line**
- A-3 The DMC assigned dealer # (5 digits)
- A-4 The repair order # that is the source for all transactions on this form (maximum 8 digits)
- A-5 The date the repair order was written: day, month, year (The received date on the repair order.)
- A-6 The vehicle identification # (17 digits)
- A-7 The delivery date as shown on the owner's warranty statement.
- A-8 The date the repairs/repair order was completed (last punch date)
- A-9 The reading of the vehicle's odometer (if the speedometer instrument changed previously, the actual miles the vehicle has traveled since delivery).
- A-10 The approved DMC labor reimbursement rate (4 digits)
- A-16 Authorized dealer personnel must sign name and date at time of completion.

ENTER

- Line**
- B-1 See opposite page for codes.
- B-2 1 thru 3 starting with 1 for the 1st transaction on the form.
- B-4 The component code (5 digits) for the component that caused the malfunction or defect. (Refer to Suggested Warranty Repair Times Manual).
- B-5 Only required if L.C.R. is shown with the component code in the Suggested Warranty Repair Times Manual
- B-6 The applicable "malfunction code shown in the Suggested Warranty Repair Times Manual.
- B-7 Only required if S.C.R. is shown with the component code in the Suggested Warranty Repair Times Manual. Trade marks and codes are listed in Section "O" of the Suggested Warranty Repair Times Manual.

ENTER

- LABOR**
- Enter as applicable to the individual repair/replacements.
- The Labor Operation Code(s)**
- as shown in the Suggested Warranty Repair Times Manual. If the work performed is not defined by a labor operation code, use:
- AT-000 for actual time used (clocked)
- SL-000 for sublet labor
- DT-000 for diagnosis time
- FL-000 for flat labor
- The Time**
- (In time units) as shown in the Suggested Warranty Repair Times Manual or actual clocked time.
- \$/c**
- Multiply the time by the approved DMC Labor Reimbursement Rate and enter the amount.
- Total Labor Time & \$**
- Self explanatory.

ENTER

- PARTS**
- Enter as applicable for the individual repair/replacements.
- Part Number(s)** - as shown in the DMC Parts Catalog.
- Quantity** - self explanatory. If fractions of one are used, show as follows: 1/2 as 00.50 or 1/4 as 00.25
- Dollars and Cents** - (Use the DMC reimbursement price from the DMC parts list and multiply by the quantity).
- Total Parts** - self explanatory.
- Total Claim** - (total of labor and parts).
- Parts Disposition** - the disposition of the defective parts:
- ft** - forwarded with the claim to DMC Technical Service.
- sdxxx** - stored at the dealer (the last three digits indicate the storage location at the dealership). See Section 5 Subsection 02 Processing.

This type of transaction (**code 25**) is used to claim labor reimbursement for the removal and installation of a radio for purposes of a radio warranty repair only by either the DMC dealer or the radio warranty station. (See Section 2 Subsection 02 Page 2.)

- A) DMC dealer exchanges or has radio repaired by a Craig station. Claim labor only using DMC labor operation (see Suggested Warranty Repair Times Manual), and attach Craig station warranty repair ticket.
- B) Dealer reimburses owner for labor charge of Craig station. Claim labor only using operation #SL000 and attach sublet bill.

CODING

COMPONENT CODES: Refer to the applicable section/subsection/group pages of the DMC Suggested Warranty Repair Times Manual.

LABOR OPERATION CODES: Refer to the applicable section/subsection/group pages of the DMC Suggested Warranty Repair Times Manual.

SUPPLIER CODES: Refer to Section 'O' of the DMC Suggested Warranty Repair Times Manual.

GENERAL INSTRUCTIONS

- A) All entries must be legible through all copies. Print (press hard) or type.
- B) Each transaction type requires a separate transaction entry.
- C) Each individual repair, damage, or malfunction requires a separate transaction entry.
- D) Up to 3 transactions of different types may be entered on one form as long as the information in Field A applies equally to all transactions entered.
- E) Line A-1 (reference #) together with Line B-2 (transaction #) identifies each individual transaction.
- F) For overflow of labor or parts use next field below without repeating Field B (transaction data).



SERVICE TRANSACTION GENERAL

		A	Document Main Data
REFERENCE #	1		
Previous Ref. No.	2		
DMC DEALER NO.	3	●	
Repair Order No.	4	●	
Repair Order Date	5	●	
V.I.N. NO.	6	●	
Delivery Date	7	●	
Repair Compl. Date	8	●	
Odomtr. Reading	9	●	
Hourly Labor Rate	10	●	
Owner Name	11		
Street Address	12		
City	13		
State	14		
Zip Code	15		
SIGNATURE & DATE	16	●	

B Transact. Data			LABOR	Time	\$	¢	PARTS		Qty.	\$
TRANSACTION CODE	1	● *	●	●	●	¢				
TRANSACTION NO	2	●								
Previous Trans. No	3									
Component Code	4	●								
Location Code	5									
Malfunction Code	6	●								
Supplier Code	7									
Installed Date	8	*								
Installed Miles	9									
Unit No	10									
Authorized No	11									
Campaign Code	12									
Freight Bill No	13	*	TOTAL LABOR TIME & \$			●	*			
									TOTAL PARTS \$ *	
									TOTAL CLAIM \$	
									PARTS DISPOSITION	

ENTER

Line

- A-3 The DMC assigned dealer # (5 digits)
- A-4 The repair order # that is the source for all transactions on this form (maximum 8 digits)
- A-5 The date the repair order was written: day, month, year (the received date on the repair order).
- A-6 The vehicle identification # (17 digits)
- A-7 The delivery date as shown on the owner's warranty statement.
- A-8 The date the repairs/repair order was completed (last punch date).
- A-9 The reading of the vehicle's odometer (if the speedometer instrument changed previously, the actual miles the vehicle has traveled since delivery).
- A-10 The approved DMC labor reimbursement rate (4 digits).
- A-16 Authorized dealer personnel must sign name and date at time of completion.

ENTER

Line

- B-1 25
B-2 1 thru 3 starting with 1 for the
1st transaction on the form.
B-4 Enter code 38001
B-6 Enter 000

ENTER

LABOR

Enter labor operation for removal and installation of the radio chassis or SL000 for sublet labor.

The Time

(in time units) as shown in the Suggested Warranty Repair Times Manual or actual clocked time.

S/C

Multiply the time by approved DMC Labor Reimbursement Rate and enter the amount or the sublet amount.

Total Labor Time & S

Self explanatory.

ENTER

NO ENTRY

This type of transaction (**code 26**) is used to record and request reimbursement for warranty repairs or replacements of genuine DMC spare parts or accessories. (See Section 2 Subsection 03, Spare Parts/Accessories Warranties.)

CODING

COMPONENT CODES: Refer to the applicable section/subsection/group pages of the DMC Suggested Warranty Repair Times Manual.

LABOR OPERATION CODES: Refer to the applicable section/subsection/group pages of the DMC Suggested Warranty Repair Times Manual.

SUPPLIER CODES: Refer to Section 'O' of the DMC Suggested Warranty Repair Times Manual.

GENERAL INSTRUCTIONS

- A) All entries must be legible through all copies. Print (press hard) or type.
- B) Each transaction type requires a separate transaction entry.
- C) Each individual repair, damage, or malfunction requires a separate transaction entry.
- D) Up to 3 transactions of different types may be entered on one form as long as the information in Field A applies equally to all transactions entered.
- E) Line A-1 (reference #) together with Line B-2 (transaction #) identifies each individual transaction.
- F) For overflow of labor or parts use next field below without repeating Field B (transaction data).



SERVICE TRANSACTION GENERAL

A Document Main Data	
REFERENCE #	1
Previous Ref. No.	2
DMC DEALER NO.	3
Repair Order No.	4
Repair Order Date	5
V.I.N. NO.	6
Delivery Date	7
Repair Compl. Date	8
Odomtr. Reading	9
Hourly Labor Rate	10
Owner Name	11
Street Address	12
City	13
State	14
Zip Code	15
SIGNATURE & DATE	16

B Transact. Data		LABOR	Time	\$	¢	PARTS	Qty.	\$
TRANSACTION CODE	1							
TRANSACTION NO.	2							
Previous Trans. No.	3							
Component Code	4							
Location Code	5							
Malfunction Code	6							
Supplier Code	7							
Installed Date	8							
Installed Miles	9							
Unit No.	10							
Authorized No.	11							
Campaign Code	12							
Freight Bill No.	13							
		TOTAL LABOR TIME & \$				TOTAL PARTS \$		*
						TOTAL CLAIM \$		*
						PARTS DISPOSITION		*

TRANSACTION CODE	
TRANSACTION NO.	2
Previous Trans. No.	3
Component Code	4
Location Code	5

ENTER

- Line**
- A-3 The DMC assigned dealer # (5 digits)
- A-4 The repair order # that is the source for all transactions on this form (maximum - 8 digits).
- A-5 The date the repair order was written: day, month, year (the received date on the repair order) (5 digits)
- A-6 The vehicle identification # (17 digits). In case of off the shelf warranty, leave blank.
- A-7 The delivery date as shown on the owner's warranty statement. (5 digits)
- A-8 The date the repairs/repair order was completed (last punch date)
- A-9 The reading of the vehicle's odometer (if speedometer instrument was changed previously, the actual miles the vehicle has traveled since delivery)
- A-10 The approved DMC labor reimbursement rate (4 digits).
- A-16 Authorized dealer personnel must sign name and date at time of completion.

ENTER

- Line**
- B-1 26
- B-2 1 thru 3 starting with 1 for the 1st transaction on the form.
- B-4 The component code (5 digits) for the component that caused the malfunction or defect. (Refer to Suggested Warranty Repair Times Manual).
- B-5 Only required if an L.C.R. is shown behind the component code in the Suggested Warranty Times Manual.
- B-6 The applicable malfunction code shown in the Suggested Warranty Times Manual.
- B-7 Only required if S.C.R. is shown below the component code in the manual. Trade marks and codes are listed in the appendix of this manual.
- B-8 The date the spare part or accessory was first installed or sold over the counter.
- B-9 The mileage (odometer reading) at which the spare part or accessory was first installed in the DMC vehicle.

ENTER

- LABOR**
- Enter as applicable to the individual repair/replacements.
- The Labor Operation Code(s)**
- as shown in the Suggested Warranty Repair Times Manual. If the work performed is not defined by a labor operation code use:
- AT-000 for actual time used (clocked)
- SL-000 for sublet labor
- DT-000 for diagnosis time
- FL-000 for flat labor
- The Time**
- (In time units) as shown in the Suggested Warranty Repair Times Manual or actual clocked time.
- \$/c**
- Multiply the time by the approved DMC Labor Reimbursement Rate and enter the amount.
- Total Labor Time & \$**
- Self explanatory.

ENTER

- PARTS**
- Enter as applicable for the individual repair/replacements.
- Part Number(s)** - as shown in the DMC Parts Catalog.
- Quantity** - If fractions of one are used, show as follows: ½ as 00.50 or ¼ as 00.25
- Dollars and Cents** - Use the DMC reimbursement price from the DMC parts list and multiply by the quantity.
- Total Parts** - self explanatory.
- Total Claim** - Total of labor and parts.
- Parts Disposition** - the disposition of the defective parts.
- ft** - forwarded with the claim to DMC Technical Service.
- sdxxx** - stored at the dealer (the last three digits indicate the storage location at the dealership. See Section 5 Subsection 02 Processing.

This type of transaction (**code 29**) is used to request reimbursement for freight cost incurred with warranty parts shipment from DMC dealers to DMC Technical Service (See Section 3 Subsection 02 Page 1, Other Reimbursements).

Shipments of warranty parts should be made by UPS or equivalent. Include warranty parts only.

At time of shipment, indicate on the freight bill "Warranty Parts" and attach the actual freight bill to the claim — DMC will not accept photocopies for reimbursements.

CODING

COMPONENT CODES:	Refer to the applicable section/subsection/group pages of the DMC Suggested Warranty Repair Times Manual.
LABOR OPERATION CODES:	Refer to the applicable section/subsection/group pages of the DMC Suggested Warranty Repair Times Manual.
SUPPLIER CODES:	Refer to Section 'O' of the DMC Suggested Warranty Repair Times Manual.

GENERAL INSTRUCTIONS

- A) All entries must be legible through all copies. Print (press hard) or type.
- B) Line A-1 (reference #) together with Line B-2 (transaction #) identifies the transaction.
- C) This transaction type requires an individual transaction form. Do not enter with other transactions.



SERVICE TRANSACTION GENERAL

A Document Main Data	
REFERENCE #	1
Previous Ref. No.	2
DMC DEALER NO.	3
Repair Order No.	4
Repair Order Date	5
V.I.N. NO.	6
Delivery Date	7
Repair Compl. Date	8
Odomtr. Reading	9
Hourly Labor Rate	10
Owner Name	11
Street Address	12
City	13
State	14
Zip Code	15
SIGNATURE & DATE	16

B Transact. Data		LABOR				Time	\$	¢	PARTS		Qty.	\$
TRANSACTION CODE	1	●	*									
TRANSACTION NO.	2	●										
Previous Trans No.	3											
Component Code	4											
Location Code	5											
Malfunction Code	6											
Supplier Code	7											
Installed Date	8		*									
Installed Miles	9											
Unit No	10											
Authorizat No	11											
Campaign Code	12											
Freight Bill No.	13	●	*									
				TOTAL LABOR TIME & \$			*					
TRANSACTION CODE	1		*									
TRANSACTION NO.	2											
Previous Trans No.	3											
Component Code	4											
Location Code	5											

ENTER

Line

A-3 The DMC assigned dealer #
(5 digits)

A-16 Authorized dealer personnel
must sign name and date at
time of completion.

ENTER

Line

B-1 29

B-2 1

B-13 The freight bill number of the
Warranty Return Parts Ship-
ment.

ENTER

NO ENTRY

ENTER

PARTS

Part Number
Enter W-200100

Dollars and Cents

Enter the total value of the Freight
Bill of the Warranty Return Parts
Shipment.

Total Claim

Self explanatory.

SECTION:
SUBSECTION:
PAGE :

4
08
1

SERVICE TRANSACTIONS
SPECIAL CLAIM CAMPAIGN

This type of transaction (**code 30**) is used to report the completion and status of a campaign action as it applies to a particular vehicle, and to request reimbursement.

CODING

COMPONENT CODES: Refer to the applicable section/subsection/group pages of the DMC Suggested Warranty Repair Times Manual.

LABOR OPERATION CODES: Refer to the applicable section/subsection/group pages of the DMC Suggested Warranty Repair Times Manual.

SUPPLIER CODES: Refer to Section 'O' of the DMC Suggested Warranty Repair Times Manual.

GENERAL INSTRUCTIONS

- A) All entries must be legible through all copies. Print (press hard) or type.
- B) Each transaction type requires a separate transaction entry.
- C) Each individual repair, damage, or malfunction requires a separate transaction entry.
- D) Up to 3 transactions of different types may be entered on one form as long as the information in Field A applies equally to all transactions entered.
- E) Line A-1 (reference #) together with Line B-2 (transaction #) identifies each individual transaction.
- F) For overflow of labor or parts use next field below without repeating Field B (transaction data).



SERVICE TRANSACTION GENERAL

	A	Document Main Data
REFERENCE #	1	
Previous Ref. No.	2	
DMC DEALER NO.	3	●
Repair Order No.	4	●
Repair Order Date	5	●
V.I.N. NO.	6	●
Delivery Date	7	●
Repair Compl. Date	8	●
Odomitr. Reading	9	●
Hourly Labor Rate	10	●
Owner Name	11	●
Street Address	12	
City	13	
State	14	
Zip Code	15	●
SIGNATURE & DATE	16	●

B		Transact. Data		LABOR		Time		\$		¢		PARTS		Qty.		\$	
TRANSACTION CODE	1	●	*														
TRANSACTION NO.	2	●															
Previous Trans	No	3															
Component	Code	4															
Location	Code	5															
Malfunction	Code	6															
Supplier	Code	7															
Installed	Date	8	*														
Installed	Miles	9															
Unit	No	10															
Authorizat	No	11															
Campaign	Code	12	●														
Freight Bill	No.	13	*	TOTAL LABOR TIME & \$						●	●	*					
													TOTAL PARTS \$		●		
													TOTAL CLAIM \$		●		
													PARTS DISPOSITION		●		

TRANSACTION CODE	1	*																
TRANSACTION NO.	2																	
Previous Trans	No	3																
Component	Code	4																
Location	Code	5																

ENTER

Line

- A-3 The DMC assigned dealer # (5 digits)
- A-4 The repair order # that is the source for all transactions on this form (maximum - 8 digits).
- A-5 The date the repair order was written: day, month, year (the received date on the repair order) (5 digits)
- A-6 The vehicle identification # (17 digits)
- A-7 The delivery date as shown on the owner's warranty statement (5 digits)
- A-8 The date the repairs/repair order was completed (last punch date)
- A-9 The reading of the vehicle's odometer (if speedometer changed previously, the actual miles the vehicle has traveled since delivery)
- A-10 The approved DMC labor reimbursement rate (4 digits)
- A-11 Current owner's name and address
- A-15
- A-16 Authorized dealer personnel must sign name and date at time of completion.

ENTER

Line

- B-1 30
- B-2 1 thru 3 starting with 1 for the 1st transaction on the form.
- B-12 The code of the applicable campaign. (Refer to Campaigns Section 06 and applicable service bulletin).

ENTER

LABOR

Refer to the applicable service bulletin for labor operation to be used.

S/C

Multiply the time by the approved DMC Labor Reimbursement Rate and enter the amount.

Total Labor Time & \$

Self explanatory.

ENTER

PARTS

Refer to the applicable service bulletin for parts instruction.

Dollars and Cents - Use the DMC reimbursement price from the DMC parts list and multiply by the quantity.

Total Parts - self explanatory.

Total Claim - Total of labor and parts.

Parts Disposition - the disposition of the defective parts.

ft - forwarded with the claim to DMC Technical Service.

sdxxx - stored at the dealer (the last three digits indicate the storage location at the dealership. See Section 5 Subsection 02 Processing.

THIS TYPE OF TRANSACTION (**CODE 31**) IS USED EXCLUSIVELY TO REPORT THE REPAIRS OF TRANSPORTATION DAMAGE, AND TO REQUEST REIMBURSEMENT FOR SUCH REPAIRS. TRANSPORTATION DAMAGE CLAIMS MAY ONLY BE MADE FOR ACTUAL COMPLETED DAMAGE REPAIRS.

PROCEDURES FOR SUBMITTING TRANSPORTATION DAMAGE CLAIMS:

TIME LIMITS FOR ORIGINAL SUBMISSION OF CLAIMS:

Repairs for transportation damage should be completed and claims submitted to DMC within 30 days from the delivery date of the vehicle to the dealership.

Under no circumstances can any transportation claim be accepted for processing by DMCNA after six months from the delivery date of the vehicle to the dealership.

STANDARD CLAIM PACKAGE MUST INCLUDE:

- 1) **Service Transaction Form** - See opposite page for instructions on filling out form.
- 2) **Dealer Repair Order** - with proper breakdown of damages repaired. Repair order must show actual repairs made; estimates will not be accepted.
- 3) **Sublet bill, if applicable** - sublet bill must show actual repairs made; estimates will not be accepted.
- 4) **Copy of carrier freight bill** - with notations of damage noted, signed by the truck driver and a representative of your dealership.
- 5) **Salvage notification to carrier** - if parts were replaced. See Section 9, Appendix for form example.

In addition to the standard claim package, the following should be included, if applicable.

UNITS DELIVERED SUBJECT TO INSPECTION:

- 6) Copy of letter of notification to carrier for units:
 - a) Delivered after hours - see Section 9, Appendix for example of form letter to carrier.
 - b) With concealed damage - see Section 9, Appendix for example of form letter to carrier.

UNITS WITH DAMAGE ESTIMATE EXCEEDING \$300.00 (excluding glass and tires):

- 7) Authorization form or number provided by the District Manager **prior** to repairing the units.

NOTE: ALL DOCUMENTS MUST BE LEGIBLE FOR FILING WITH SECOND RESPONSIBLE PARTIES.

Mail Transportation Claims to: Service Department (use mailing label)
DE LOREAN MOTOR COMPANY
2055 S. E. Main Street
Irvine, CA 92714

COMPONENT CODES: Refer to the applicable section/subsection/group pages of the DMC Suggested Warranty Repair Times Manual.

LABOR OPERATION CODES: Refer to the applicable section/subsection/group pages of the DMC Suggested Warranty Repair Times Manual.

LOCATION CODES

MALFUNCTION (DAMAGE) CODES - Line B-6

Code	Description
Blank	No location required
01-10	Identified Numbered Location such as Cylinder #2, Exhaust Valve #3, etc.
11	All
12	Front Right
13	Front Left
14	Rear Right
15	Rear Left
16	Upper
17	Lower
18	Inner
19	Outer
20	Left
21	Right
22	Center

Code	Description
70	Scratched
71	Scuffed
72	Scraped
73	Dented
74	Bent
75	Gouged
76	Chipped
77	Cut
78	Torn
79	Paint Defect
80	Stained
81	Missing
82	Loose
83	Broken
84	Cracked
85	Separated
86	Salt Water Corrosion

Code	Description
87	Perforated
88	Poor Prior Repair
89	Soiled/Dirty
90	Tire-Cut/Punctured
91	Other (Explain on Repair Order)

GENERAL INSTRUCTIONS

- A) All entries must be legible through all copies. Print (press hard) or type.
- B) Each transaction type requires a separate transaction entry.
- C) Each individual repair, damage, or malfunction requires a separate transaction entry.
- D) Up to 3 transactions code 31 only may be entered on one form as long as the information in Field A applies equally to all transactions entered.
- E) Line A-1 (reference #) together with Line B-2 (transaction #) identifies each individual transaction.
- F) For overflow of labor or parts use next field below without repeating Field B (transaction data).

Do not mix with any other transaction type on one form.



SERVICE TRANSACTION GENERAL

A Document Main Data	
REFERENCE #	1
Previous Ref. No.	2
DMC DEALER NO.	3
Repair Order No.	4
Repair Order Date	5
V.I.N. NO.	6
Delivery Date	7
Repair Compl. Date	8
Odomtr. Reading	9
Hourly Labor Rate	10
Owner Name	11
Street Address	12
City	13
State	14
Zip Code	15
SIGNATURE & DATE	16

B Transact. Data		LABOR				Time	\$	¢	PARTS		Qty.	\$
TRANSACTION CODE	1	•	•	•	•	•	•	•	•	•	•	•
TRANSACTION NO.	2	•	•	•	•	•	•	•	•	•	•	•
Previous Trans. No.	3											
Component Code	4	•	•	•	•	•	•	•	•	•	•	•
Location Code	5	•	•	•	•	•	•	•	•	•	•	•
Malfunction Code	6	•	•	•	•	•	•	•	•	•	•	•
Supplier Code	7											
Installed Date	8											
Installed Miles	9											
Unit No.	10											
Authorizat. No.	11	•	•	•	•	•	•	•	•	•	•	•
Campaign Code	12											
Freight Bill No.	13	•	•	•	•	•	•	•	•	•	•	•
TOTAL LABOR TIME & \$						•	•	•	TOTAL PARTS \$		•	•
									TOTAL CLAIM \$		•	•
									PARTS DISPOSITION		•	•

TRANSACTION CODE	1	•	•	•	•	•	•	•	•	•	•	•
TRANSACTION NO.	2											
Previous Trans. No.	3											
Component Code	4											
Location Code	5											

ENTER

- Line**
- A-3 The DMC assigned dealer # (5 digits)
- A-4 The repair order # that is the source for all transactions on this form (maximum - 8 digits)
- A-5 The date the repair order was written: day, month, year (The received date on the repair order) (5 digits)
- A-6 The vehicle identification # (17 digits)
- A-7 The date the vehicle was received at the dealership as shown on the freight bill (5 digits)
- A-8 The date the repairs/repair order was completed (last punch date)
- A-9 The reading of the vehicle's odometer (if speedometer changed previously, the actual miles the vehicle has traveled since delivery)
- A-10 The approved DMC labor reimbursement rate (4 digits)
- A-16 Authorized dealer personnel must sign name and date at time of completion.

ENTER

- Line**
- B-1 31
- B-2 1 thru 3 starting with 1 for the 1st transaction on the form.
- B-4 The component code for the damaged component (Refer to Suggested Warranty Repair Times Manual)
- B-5 Only required if L.C.R. is shown with the component code in the manual.
- B-6 The applicable code from the code table on the opposite page.
- B-11 Only if applicable, the number of the authorization (see authorization section 2, subsection 6, pages 1 and 2).
- B-13 The freight bill number on which the transportation damages were noted and signed for by the driver.

ENTER

- LABOR**
- Enter as applicable to the individual repair/replacements.
- The Labor Operation Code(s)**
as shown in the Suggested Warranty Repair Times Manual. If the work performed is not defined by a labor operation code, use:
AT-000 for actual time used (clocked)
SL-000 for sublet labor
DT-000 for diagnosis time
FL-000 for flat labor
- The Time**
(in time units) as shown in the Suggested Warranty Repair Times Manual or actual clocked time.
- \$/c**
Multiply the time by the approved DMC Labor Reimbursement Rate and enter the amount.
- Total Labor Time & \$**
Self explanatory.

ENTER

- PARTS**
- Enter as applicable for the individual repair/replacements.
- Part Number(s)** - as shown in the DMC Parts Catalog.
- Quantity** - If fractions of one are used, show as follows: ½ as 00.50 or ¼ as 00.25
- Dollars and Cents** - Use the DMC reimbursement price from the DMC parts list and multiply by the quantity.
- Total Parts** - self explanatory.
- Total Claim** - Total of labor and parts.
- Parts Disposition** - the disposition of the defective parts.
- ft** - forwarded with the claim to DMC Technical Service.
- sdxxx** - stored at the dealer (the last three digits indicate the storage location at the dealership. See Section 5 Subsection 02 Processing.

This type of transaction (**code 32-33**) is used to report the completion of a pre-delivery inspection or free maintenance, and to request reimbursement.

Pre-delivery inspection: Use transaction code 32
Free maintenance: Use transaction code 33

The first maintenance scheduled 600-1200 miles is free to the DMC owners (one time labor only). See Section 1 Subsection 04, Page 1-2. The mileage limits to perform this maintenance with labor free of charge are 400-2000 miles. Outside these limits, this maintenance is off schedule and should be considered unscheduled maintenance not reimbursable by DMC.

For labor time allowance refer to the Suggested Warranty Repair Times Manual Section 0.

CODING

COMPONENT CODES: Refer to the applicable section/subsection/group pages of the DMC Suggested Warranty Repair Times Manual.

LABOR OPERATION CODES: Refer to the applicable section/subsection/group pages of the DMC Suggested Warranty Repair Times Manual.

SUPPLIER CODES: Refer to Section 'O' of the DMC Suggested Warranty Repair Times Manual.

GENERAL INSTRUCTIONS

- A) All entries must be legible through all copies. Print (press hard) or type.
- B) Each transaction type requires a separate transaction entry.
- C) Each individual repair, damage, or malfunction requires a separate transaction entry.
- D) Up to 3 transactions of different types may be entered on one form as long as the information in Field A applies equally to all transactions entered.
- E) Line A-1 (reference #) together with Line B-2 (transaction #) identifies each individual transaction.
- F) For overflow of labor or parts use next field below without repeating Field B (transaction data).



SERVICE TRANSACTION GENERAL

A Document Main Data	
REFERENCE #	1
Previous Ref. No.	2
DMC DEALER NO.	3
Repair Order No.	4
Repair Order Date	5
V.I.N. NO.	6
Delivery Date	7
Repair Compl. Date	8
Odomtr. Reading	9
Hourly Labor Rate	10
Owner Name	11
Street Address	12
City	13
State	14
Zip Code	15
SIGNATURE & DATE	16

B Transact. Data		LABOR	Time	\$	c	PARTS	Qty.	\$
TRANSACTION CODE	1							
TRANSACTION NO.	2							
Previous Trans. No.	3							
Component Code	4							
Location Code	5							
Malfunction Code	6							
Supplier Code	7							
Installed Date	8							
Installed Miles	9							
Unit No.	10							
Authorizat. No.	11							
Campaign Code	12							
Freight Bill No.	13							
		TOTAL LABOR TIME & \$				TOTAL PARTS \$		*
						TOTAL CLAIM \$		•
						PARTS DISPOSITION		

TRANSACTION CODE	1							
TRANSACTION NO.	2							
Previous Trans. No.	3							
Component Code	4							
Location Code	5							

ENTER

- Line**
- A-3 The DMC assigned dealer # (5 digits)
- A-4 The repair order # that is the source for all transactions on this form (maximum 8 digits)
- A-5 The date the repair order was written: day, month, year (the received date on the repair order) (5 digits)
- A-6 The vehicle identification # (17 digits)
- A-7 The delivery date as shown on the owner's warranty statement (5 digits)
- A-8 The date the repairs/repair order was completed (last punch date)
- A-9 The reading of the vehicle's odometer (if speedometer instrument was changed previously, the actual miles the vehicle has traveled since delivery)
- A-10 The approved DMC labor reimbursement rate (4 digits)
- A-16 Authorized dealer personnel must sign name and date at time of completion.

ENTER

- Line**
- B-1 32 for P.D.I.
33 for Free maintenance
- B-2 1 thru 3 starting with 1 for the 1st transaction on the form.

ENTER

LABOR
Enter as applicable to the individual repair.

The Labor Operation Code(s)
as shown in the Suggested Warranty Repair Times Manual.

S/c
Multiply the time by the approved DMC Labor Reimbursement Rate and enter the amount.

Total Labor Time & \$
Self explanatory.

ENTER

PARTS
Total Claim
Self explanatory

SECTION: **4**
SUBSECTION: **11**
PAGE: **1**

SERVICE TRANSACTIONS
SPECIAL CLAIM GOODWILL

This type of transaction (**code 34**) is used to request reimbursement for DMC goodwill participation agreed upon through prior DMC authorization.

CODING

COMPONENT CODES: Refer to the applicable section/subsection/group pages of the DMC Suggested Warranty Repair Times Manual.

LABOR OPERATION CODES: Refer to the applicable section/subsection/group pages of the DMC Suggested Warranty Repair Times Manual.

SUPPLIER CODES: Refer to Section 'O' of the DMC Suggested Warranty Repair Times Manual.

GENERAL INSTRUCTIONS

- A) All entries must be legible through all copies. Print (press hard) or type.
- B) Each transaction type requires a separate transaction entry.
- C) Each individual repair, damage, or malfunction requires a separate transaction entry.
- D) Up to 3 transactions of different types may be entered on one form as long as the information in Field A applies equally to all transactions entered.
- E) Line A-1 (reference #) together with Line B-2 (transaction #) identifies each individual transaction.
- F) For overflow of labor or parts use next field below without repeating Field B (transaction data).



SERVICE TRANSACTION GENERAL

A Document Main Data	
REFERENCE #	1
Previous Ref. No.	2
DMC DEALER NO.	3
Repair Order No.	4
Repair Order Date	5
V.I.N. NO.	6
Delivery Date	7
Repair Compl. Date	8
Odomtr. Reading	9
Hourly Labor Rate	10
Owner Name	11
Street Address	12
City	13
State	14
Zip Code	15
SIGNATURE & DATE	16

B Transact. Data		LABOR		Time	\$	c	PARTS		Qty.	\$
TRANSACTION CODE	1									
TRANSACTION NO.	2									
Previous Trans. No.	3									
Component Code	4									
Location Code	5									
Malfunction Code	6									
Supplier Code	7									
Installed Date	8									
Installed Miles	9									
Unit No.	10									
Authorizat. No.	11									
Campaign Code	12									
Freight Bill No.	13									
		TOTAL LABOR TIME & \$					TOTAL PARTS \$			*
							TOTAL CLAIM \$			
							PARTS DISPOSITION			

TRANSACTION CODE		1		*
TRANSACTION NO.	2			
Previous Trans. No.	3			
Component Code	4			
Location Code	5			

ENTER

Line

- A-3 The DMC assigned dealer # (5 digits)
- A-4 The repair order # that is the source for all transactions on this form (maximum 8 digits)
- A-5 The date the repair order was written: day, month, year (the received date on the repair order) (5 digits)
- A-6 The vehicle identification # (17 digits)
- A-7 The delivery date as shown on the owner's warranty statement (5 digits)
- A-8 The date the repairs/repair order was complete (last punch date)
- A-9 The reading of the vehicle's odometer (if the speedometer instrument was changed previously, the actual miles the vehicle has traveled since delivery).
- A-10 The approved DMC labor reimbursement rate (4 digits)
- A-11 Current owner's name and address.
- A-16 Authorized dealer personnel must sign name and date at time of completion.

ENTER

Line

- B-1 34
- B-2 1 thru 3 starting with 1 for the 1st transaction on the form.
- B-4 The component code (5 digits) for the component that caused the malfunction or defect. Refer to Suggested Warranty Repair Times Manual.
- B-5 Only required if L.C.R. is shown with the component code in the Suggested Warranty Repair Times Manual.
- B-6 The applicable malfunction code shown in the Suggested Warranty Repair Times Manual.
- B-7 Only required if S.C.R. is shown with the component code in the Suggested Warranty Repair Times Manual. Trade marks and codes are listed in Section "O" of the Suggested Warranty Repair Times Manual.
- B-11 The number of the authorization (see authorization Section 2 Subsection 6 Page 1-2).

ENTER

LABOR

Enter as applicable to the individual repair/replacements.

The Labor Operation Code(s)

as shown in the Suggested Warranty Repair Times Manual. If the work performed is not defined by a labor operation code, use:

AT-000 for actual time used (clocked)
SL-000 for sublet labor
DT-000 for diagnosis time
FL-000 for flat labor

The Time

(in time units) as shown in the Suggested Warranty Repair Times Manual or actual clocked time.

\$/c

Multiply the time by the approved DMC Labor Reimbursement Rate and enter the amount.

Total Labor Time & \$

Self explanatory.

ENTER

PARTS

Enter as applicable for the individual repair/replacements.

Part Number(s) - as shown in the DMC Parts Catalog.

Quantity - If fractions of one are used, show as follows: $\frac{1}{2}$ as 00.50 or $\frac{1}{4}$ as 00.25

Dollars and Cents - Use the DMC reimbursement price from the DMC parts list and multiply by the quantity.

Total Parts - self explanatory.

Total Claim - Total of labor and parts.

Parts Disposition - the disposition of the defective parts.

ft - forwarded with the claim to DMC Technical Service.

sdxxx - stored at the dealer (the last three digits indicate the storage location at the dealership. See Section 5 Subsection 02 Processing.

This type of sub-transaction (**code 41**) is used to request an adjustment to or change in disposition of a previous original transaction.

Adequate explanations and documentation as applicable must accompany this type of transaction.

CODING

COMPONENT CODES: Refer to the applicable section/subsection/group pages of the DMC Suggested Warranty Repair Times Manual.

LABOR OPERATION CODES: Refer to the applicable section/subsection/group pages of the DMC Suggested Warranty Repair Times Manual.

SUPPLIER CODES: Refer to Section 'O' of the DMC Suggested Warranty Repair Times Manual.

GENERAL INSTRUCTIONS

- A) All entries must be legible through all copies. Print (press hard) or type.
B) Line A-1 (reference #) together with Line B-2 (transaction #) identifies each individual transaction.
C) Each request for adjustment must be submitted on a separate service transaction form.



SERVICE TRANSACTION GENERAL

A Document Main Data	
REFERENCE #	1
Previous Ref. No.	2
DMC DEALER NO.	3
Repair Order No.	4
Repair Order Date	5
V.I.N. NO.	6
Delivery Date	7
Repair Compl. Date	8
Odomtr. Reading	9
Hourly Labor Rate	10
Owner Name	11
Street Address	12
City	13
State	14
Zip Code	15
SIGNATURE & DATE	16

B Transact. Data		LABOR	Time	\$	c	PARTS	Qty.	\$
TRANSACTION CODE	1							
TRANSACTION NO.	2							
Previous Trans. No.	3							
Component Code	4							
Location Code	5							
Malfunction Code	6							
Supplier Code	7							
Installed Date	8							
Installed Miles	9							
Unit No.	10							
Authorizat. No.	11							
Campaign Code	12							
Freight Bill No.	13							
		TOTAL LABOR TIME & \$			*	TOTAL PARTS \$		*
						TOTAL CLAIM \$		
						PARTS DISPOSITION		

ENTER

Line
A-2 The reference # of the previous transaction to which this sub-transaction refers.
A-3 The DMC assigned dealer # (5 digits)
A-16 Authorized dealer personnel must sign name and date at time of completion.

ENTER

Line
B-1 41
B-2 1
B-3 The transaction # of the previous transaction to which this subtransaction refers.

ENTER

Use these fields to describe in detail the reason(s) for the requested adjustment.

ENTER

This type of sub-transaction (**code 44**) is used to inquire about the status and disposition of a previously submitted original transaction.

Before submitting this transaction, DMC dealers must research their records to verify:

- A) That the original transaction was actually submitted to DMC.
- B) That status and disposition were not previously received from DMC.

GENERAL INSTRUCTIONS

- A) All entries must be legible through all copies. Print (press hard) or type.
- B) Line A-1 (reference #) together with Line B-2 (transaction #) identifies each individual transaction.
- C) Each request for inquiry transaction must be submitted on a separate service transaction form.



SERVICE TRANSACTION GENERAL

	A	Document Main Data
REFERENCE #	1	
Previous Ref. No.	2	●
DMC DEALER NO.	3	●
Repair Order No.	4	
Repair Order Date	5	
V.I.N. NO.	6	
Delivery Date	7	
Repair Compl. Date	8	
Odomtr. Reading	9	
Hourly Labor Rate	10	
Owner Name	11	
Street Address	12	
City	13	
State	14	
Zip Code	15	
SIGNATURE & DATE	16	●

	B	Transact. Data	LABOR	Time	\$	¢	PARTS	Qty.	\$
TRANSACTION CODE	1	● *							
TRANSACTION NO.	2	●							
Previous Trans. No.	3	●							
Component Code	4								
Location Code	5								
Malfunction Code	6								
Supplier Code	7								
Installed Date	8	*							
Installed Miles	9								
Unit No.	10								
Authorizat. No.	11								
Campaign Code	12								
Freight Bill No.	13	*	TOTAL LABOR TIME & \$		*		TOTAL PARTS \$		*
							TOTAL CLAIM \$		
							PARTS DISPOSITION		

	B	Transact. Data	LABOR	Time	\$	¢	PARTS	Qty.	\$
TRANSACTION CODE	1	● *							
TRANSACTION NO.	2								
Previous Trans. No.	3								
Component Code	4								
Location Code	5								

NOTE: All transactions related to the same previous reference number may be included in one inquiry. Each separate previous reference number requires submission of separate form(s).

ENTER

- Line**
A-2 The reference # of the previous transaction to which this subtransaction refers.
A-3 The DMC assigned dealer # (5 digits)
A-16 Authorized dealer personnel must sign name and date at time of completion.

ENTER

- Line**
B-1 44
B-2 1 thru 3 starting with 1 for the 1st transaction on the form.
B-3 The transaction # of the previous transaction to which this subtransaction refers.

ENTER

NO ENTRY

ENTER

NO ENTRY

This type of transaction (**code 45**) is used by DMC dealers to request the return to them of non-defective or disallowed parts that have been previously submitted to DMC.

CODING

COMPONENT CODES: Refer to the applicable section/subsection/group pages of the DMC Suggested Warranty Repair Times Manual.

LABOR OPERATION CODES: Refer to the applicable section/subsection/group pages of the DMC Suggested Warranty Repair Times Manual.

SUPPLIER CODES: Refer to Section 'O' of the DMC Suggested Warranty Repair Times Manual.

GENERAL INSTRUCTIONS

- A) All entries must be legible through all copies. Print (press hard) or type.
- B) Line A-1 (reference #) together with Line B-2 (transaction #) identifies each individual transaction.
- C) Each request for inquiry transaction must be submitted on a separate service transaction form.



SERVICE TRANSACTION GENERAL

	A	Document Main Data
REFERENCE #	1	
Previous Ref. No.	2	
DMC DEALER NO.	3	
Repair Order No.	4	
Repair Order Date	5	
V.I.N. NO.	6	
Delivery Date	7	
Repair Compl. Date	8	
Odomtr. Reading	9	
Hourly Labor Rate	10	
Owner Name	11	
Street Address	12	
City	13	
State	14	
Zip Code	15	
SIGNATURE & DATE	16	

	B	Transact. Data	LABOR	Time	\$	¢	PARTS	Qty.	\$
TRANSACTION CODE	1								
TRANSACTION NO.	2								
Previous Trans. No.	3								
Component Code	4								
Location Code	5								
Malfunction Code	6								
Supplier Code	7								
Installed Date	8								
Installed Miles	9								
Unit No.	10								
Authorized No.	11								
Campaign Code	12								
Freight Bill No.	13								
			TOTAL LABOR TIME & \$				TOTAL PARTS \$		*
							TOTAL CLAIM \$		
							PARTS DISPOSITION		

	B	Transact. Data
TRANSACTION CODE	1	
TRANSACTION NO.	2	
Previous Trans. No.	3	
Component Code	4	
Location Code	5	

NOTE: All transactions related to the same previous reference number may be included in one request for warranty parts return. Each previous reference number requires submission of separate form(s).

ENTER

Line

- A-2 The reference # of the previous transaction to which this subtransaction refers.
- A-3 The DMC assigned dealer # (5 digits)

ENTER

Line

- B-1 45
- B-2 1 thru 3 starting with 1 for the 1st transaction on the form.
- B-3 The transaction # of the previous transaction to which this subtransaction refers.

ENTER

NO ENTRY

ENTER

PARTS

Enter the DMC part number of the item(s) being requested for return.

CONTENTS

SECTION	SUBSECTION	DESCRIPTION
5	01	In Dealer Processing/Record Keeping
	02	Submission/Time Limits/Parts Retention
	03	Status Report/Credits/Adjustments

IN DEALER PROCESSING/RECORD KEEPING

(Since the majority of Service Transactions are warranty claims, the following procedures address in dealer warranty claim processing).

REPAIR ORDER

The source document for warranty claims is the dealer repair order and the repair order should contain the necessary information to allow completion of service transaction.

WARRANTY REPAIR PRICING

All warranty repairs should be priced on the repair order according to the DMC reimbursement policies (See Section 3, Reimbursements).

PARTS STORAGE LOCATION

Should be entered on the repair order (See Section 5 Subsection 02, Storage Location) to facilitate completion of the claim.

MULTIPLE REPAIRS

In case of multiple repairs on one repair order, warranty repairs must be distinguished from customer paid repairs by symbols or other means. If more than one warranty repair, the repair operations and corresponding part(s) of each individual repair must be referenced by numbering, lettering, or other means, since each repair requires a separate transaction entry.

CODING

The applicable codes as required such as Component Code, Location Code, Malfunction Code, and Supplier Code should be shown with the labor description to facilitate completion of the transaction form.

DEALER TRANSACTION REGISTER

Once a Service Transaction is completed it should be entered into the dealer's own service transaction register with columns for the following information:

COLUMN	TRANSACTION	ENTER FORM
1	Reference #/Transaction #	Line A1 and B2
2	Previous Reference #/Transaction #	Line A2 and B3
3	Transaction Code	Line B1
4	Repair Order # (if applicable)	Line A4
5	Repair Completion Date	Line A8
6	Signature Date	Line A16
7	Mailing/Shipping Date	Date Mailed/Shipped
8	Total Labor Claimed (if applicable)	Form
10	Total Claim (if applicable)	Form
11	Status/Disposition Date	Status Report
12	Total Labor Credit	Status Report
13	Total Parts Credit	Status Report
14	Total Claim Credit	Status Report
15	Difference +	Calculate
16	Difference -	Calculate
17	Additional Columns for Comments	Calculate

RECORD KEEPING

DMC dealers must retain all source records of service transactions such as repair order copies (shop and accounting copy), time tickets, payroll records, parts and material distribution and purchasing records, sublet bills, etc., for a minimum of three years.

Such records must be made available for DMC inspection upon request by DMC.

SUBMISSION/TIME LIMITS

In order to effect processing of DMC service transactions DMC dealers must submit the same to:

DE LOREAN MOTOR COMPANY
2055 S.E. MAIN STREET
IRVINE, CA 92714
ATTN: TECHNICAL SERVICE

RETAIN: Pink copy for dealer records

SUBMIT: All other copies

SUBMISSION AIDS: Are provided

Part # F-200007 Mailing/Shipping Labels

Part # F-200006 Warranty Parts Tag

DMC
DE LOREAN MOTOR COMPANY

WARRANTY PARTS IDENTIFICATION

DEALER STAMP

Warranty Parts Tag

FOR DMC DEALER USE	DATE
	DMC DEALER #
	REPAIR ORDER #
	REFERENCE #
	TRANSACTION #
FOR DMC/MA USE	PARTS DISPOSITION
	COMMENTS
FOR OTHER USE	1
	2
	3
	4
	5
	COMMENTS

FROM:

TO:

DMC
DE LOREAN MOTOR COMPANY
2055 S.E. Main Street
Irvine, California 92714

ATTN: TECHNICAL SERVICE

Mailing/Shipping Label

ONE MAILING/SHIPPING PER WEEK: Is recommended to keep mailing/shipping costs to a minimum.

TRANSACTION WITHOUT PARTS: Mail regular mail.

TRANSACTION WITH PARTS: Ship UPS or similar service (Parts together with the respective transactions and parts identified with the "DMC Warranty Parts Tag"). Transactions without parts may be included with such shipments.

FREIGHT PREPAID: Warranty shipments are to be made freight prepaid. DMC will not accept freight collect shipments — to claim freight cost for such shipment refer to: Section 4, Subsection 07.

PACKAGING: Shipments may not include any hazardous material. Therefore, fluids must be drained as applicable and the components must also be free of oil or grease on exterior surfaces. The components must be in a container strong enough to prevent damage or loss, and if applicable cushioned to prevent damage during shipment. Documents and forms in the shipment should be protected to avoid soiling, tearing or crumbling.

TIME LIMITS: All original service transactions should be submitted as quickly as possible to avoid delay in processing and reimbursement if applicable.

On a general basis DMC will not process any original service transactions received at DMC Technical Service six (6) months after the repair completion date.

PARTS SUBMISSION/RETENTION

PARTS IDENTIFICATION: All parts whether retained or submitted must be identified with the "DMC Warranty Parts Tag."

PARTS TO BE SUBMITTED: All parts from warranty repairs are to be submitted together with the respective claims, with the exception of those parts that are identified below for dealer retention.

PARTS TO BE RETAINED: The following parts are to be retained by dealers.

- All Parts From Transportation Damage Claims
- All Glass
- Fuel Tanks
- Bumpers
- Frame
- Body Panels
- Large Items
- Complete Engines
- Complete Transmissions

PARTS STORAGE (RETAINED PARTS): DMC dealers must store retained parts and make the same available for inspection and/or scrapping or must ship the same to DMC upon request. If not disposed of by DMC, dealers may scrap parts six (6) months after the repair completion date. (Exception: Parts from transportation damage claims — refer to transportation damage procedures.)

STORAGE LOCATION: The warranty parts tag and transaction form provide a space for entry of the part disposition code and location number of dealer assigned location numbers (Bin #/Rack #/Box # etc.). This number will become part of the transaction data, facilitating location of the respective parts at a later date.

EXAMPLE: DS 08 means: Dealer stored in Bin #8.
ST means: Submitted with claim.

STATUS REPORT

DMC provides its dealers a weekly transaction status report consisting of the following parts if applicable:

- Part 1** Contains all service transactions that have been processed by DMC during that week together with their individual status, disposition, credit/debit amounts.
- Part 2** Contains service transactions for which DMC requests dealer correction, additional information, documentation, etc.
- Part 3** Contains service transactions for which DMC requests the submission of parts retained by a dealer.
- Part 4** Is a recap of parts 1, 2, and 3. (Not provided initially.)

Status Report No. This number identifies the individual status report and also serves as an **invoice number**.

Example

S-42-1-AF

S = Service Transaction

42 = 42nd week of the year

1 = Year 198(1)

AF = Reference to Dealer Number

CREDITS/ADJUSTMENTS

CREDITS: The status report also serves as a credit notification showing the individual amounts for labor/parts claimed and credited and total amounts for each transaction and for all transactions included in the report.

ADJUSTMENTS: (Credit/Debit) are shown with sub-transaction codes:

42-Debit Adjustment

43-Credit Adjustment

With a reference to the original transaction.

CONCILIATION/PAYMENT: Occurs via the DMC dealer parts account/statement, identified by the status report/invoice number and the total amount.

CONTENTS

SECTION	SUBSECTION	DESCRIPTION
6	01	General
	01	Current Campaigns
	02	Procedures Recall Campaign
	03	Procedures Service/Parts Action

GENERAL

Campaigns are actions initiated by DMC to inspect, repair or modify specific vehicles, or to return specific spare parts in dealer stock. Campaigns may fall into the following categories:

- RECALL CAMPAIGN:** Involves specific vehicles or spare parts with a possible malfunction involving safety or emissions.
- SERVICE/PARTS ACTION:** Involves specific vehicles or spare parts. However, the nature of the malfunction is not safety or emission related.

BULLETIN #DE LOREAN MOTOR COMPANY

DMC FUNCTIONS

In the event of a recall campaign, DMC will send to dealerships the following:

- A) If applicable, a mailgram informing dealership of the campaign.
- B) A Technical Service Bulletin that explains the campaign, the VIN number range, the applicable inspection, repair, reporting and claim procedures, etc. A sample of the owner notification is also contained with the bulletin.
- C) If applicable, an initial parts supply.
- D) If applicable, the necessary special tools.
- E) A listing (computer print) of all affected vehicles assigned to dealership by DMC. This listing contains:
 - The VIN numbers of the vehicles.
 - The selling or servicing dealer numbers as applicable.
 - The owners' names and addresses as known to DMC at the time the computer print was made. The owners' names shown identify the owners as notified by DMC through registered mail.
- F) Periodic status — follow-up prints that show the campaign number of all vehicles pending completion of the campaign.
- G) A notice of the closing of the campaign.

DEALER FUNCTIONS

It is essential that recall campaigns are concluded in the shortest possible time, and it is also important for the protection of the dealership that records are kept of all dealership activities concerning campaigns. For these reasons, dealers should proceed as follows:

- A) Enter the received date on all communications concerning a campaign.
- B) Open a file in which all records concerning the campaign are kept.
- C) Inform all Service/Parts Department personnel of the campaign: **Dealerships are obligated to perform a campaign action if any affected vehicle is in the dealership or visits the dealership even if it is not specifically assigned to that dealership.**
- D) Prepare a separate repair order for each vehicle on the listing, and use the same as a basis for follow up and campaign completion. Record on such repair order any dealership activities: verbal conversation with a vehicle owner during any follow up, follow up dates, etc. If the vehicle owner has not responded to the notification by contacting the dealership within two weeks of the notification, try to contact the owner and remind him or her of the importance of the campaign action. If the owner refuses to comply or had the campaign action performed at another dealership, or if contact with the owner was not possible, record such on the repair order. If the owner refuses to comply, report the refusal via the DMC Service Transaction. In general, dealerships must follow up until a report of campaign completion can be made.
- E) Update dealership listing with all campaign actions completed with the repair order number, date, and status.
- F) Report campaign completion without delay via the DMC Service Transaction.

DMC FUNCTIONS

In the event of a Service/Parts Action, DMC Dealerships may be informed by DMC as follows:

- A) By a Technical Service/Parts bulletin that informs the dealerships of the details of the Service Parts Action, such as V.I.N. range, part number, repair, reporting and claim procedures.
- B) By a listing (computer print) of all V.I.N. numbers assigned to individual dealerships for completion of the action. For parts action no listing will be issued. Depending on the type of action, owners may or may not be notified by DMC.
- C) By periodic follow-up listings showing repair and unrepaired vehicles.
- D) By a bulletin closing the action.

DEALER FUNCTIONS

Service/Parts Actions should be completed without delay, and the DMC Dealer must take the following steps:

PARTS ACTION: Dealers prepare a repair order and inspect, modify, repair or return ship parts as applicable (refer to Technical Service Bulletin).

SERVICE ACTION: Dealers contact the affected owners and after the repair report completion, claim reimbursement via DMC Service Transaction. If owner was notified by DMC, follow up with owners who did not respond.

CONTENTS

SECTION	SUBSECTION	PAGE
9	01	1. SAMPLE CARRIER NOTIFICATION LETTER
		2. FORMS, SERVICE LITERATURE AND ORDER NUMBERS
		3.
		4.
		5.
		6.
		7.
		8.
		9.
		10.

CARRIER NOTIFICATION LETTER

(EXAMPLE ONLY)

Original Letter To: Carrier, via certified mail (see Transportation Damage Procedure Section, page 2 for specified time limits).

Copy of Letter (submit with claim package) To: De Lorean Motor Company

**Dealer's Letterhead
or Name & Address**

TO: CARRIER (Name) _____ Date of this Notification _____

Address _____ Delivery Date _____

Freight Bill # _____ VIN# _____

[] "SUBJECT TO INSPECTION" DAMAGE NOTICE

() Delivered After Hours

() Delivered Covered by Ice/Snow, rendering normal inspection impossible

() Concealed Damage

Damages/shortages to the subject vehicle were noted as follows:

[] SALVAGE PARTS NOTICE

Carrier: Please be advised that the salvage parts listed below will be held by us for 30
days, from date of this notification, for your inspection/disposition:

Salvage Description:

DEALER CODE # _____ AUTHORIZED SIGNATURE _____

SERVICE FORMS AND VEHICLE LITERATURE

LABOR RATE APPLICATIONS, OPTION A.....	F-200001
LABOR RATE APPLICATIONS, OPTION B.....	F-200002
SERVICE TRANSACTIONS (GENERAL)	F-200003
SERVICE TRANSACTIONS (TECHNICAL REPORT).....	F-200005
WARRANTY PARTS TAGS.....	F-200006
WARRANTY SHIPPING LABELS	F-200007
MAINTENANCE SCHEDULE/RECORD.....	F-200009
OWNER CHANGE OF ADDRESS CARD	F-200010
WARRANTY STATEMENT VEHICLE 81.....	P-200001
WARRANTY STATEMENT VEHICLE 82.....	P-200002
WARRANTY STATEMENT VEHICLE 83.....	P-200003
WARRANTY STATEMENT VEHICLE 84.....	P-200004
WARRANTY STATEMENT VEHICLE 85.....	P-200005
WARRANTY STATEMENT VEHICLE 86.....	P-200006
SUGGESTED WARRANTY REPAIR TIMES MANUAL.....	P-200007
SERVICE PROCEDURE MANUAL	P-200008
WARRANTY STATEMENT TIRES.....	P-200009
WARRANTY STATEMENT RADIO	P-200010
OWNERS MANUAL.....	P-200011
CONSUMER INFORMATION.....	P-200012
OWNER'S MANUAL VALET	P-200013
BINDER — SERVICE BULLETINS	P-200014
BINDER — SUGGESTED WARRANTY REPAIR TIMES MANUAL.....	P-200015
BINDER — SERVICE PROCEDURES MANUAL.....	P-200016

ORDER THE ABOVE THROUGH PARTS DEPARTMENT